

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
DEPARTMENT OF LANGUAGES AND COMMUNICATION SKILLS
BACHELOR OF SCIENCE HONOURS DEGREE IN CULTURE AND HERITAGE
STUDIES

CHS404: TOUR GUIDANCE

EXAMINATION PAPER

TIME: 3 HOURS

INSTRUCTIONS

Answer **ANY THREE** questions. Each question carries (100) marks

1. Examine the extent to which museums and other heritage organisations have embraced Information Technology in heritage interpretation and presentation.
2. Imagine you have been assigned to provide a guided tour to an Early Childhood Development (ECD) class at any Zimbabwean museum. Discuss the key factors that you will need to consider before, during and after this tour.
3. Evaluate the significance of academic debates and discussions on heritage issues in tour guidance.
4. With the aid of examples, discuss why it is important for a tour guide to study the needs and wants of visitors at different destinations.
5. "Tour guides are the frontline employees in the tourism industry" (Cetinkaya and Oter 2016:41). Discuss this assertion.

END OF PAPER