TSM143 - SUMMARY

Tourism services is facilitated by ---------- system all over the word

Transport

…… is a service available to a traveller by the travel agency to facilitate his travel.

Facilitation

The most important document to travel abroad with is the ------

Passport

A person who provides information, plans and coordinates travel with various agencies to create a package or service is known as -----

Tour operator

The Nigerian Railways owned by the Federal Government started as a government department in ……

1898

A World Bank mission visited Nigeria in 1953 and recommended an extension of the ---- if Nigeria was to meet an anticipated expansion of agricultural production in the North-Eastern part of the country

Railways

--------- and lodges usually have certain features such as elaborate swimming pools, a balcony or patio overlooking each room and entertainment facilities.

Resorts

A type of accommodation that is fast gaining popularity around the world is the ------ camp variety because involved relatively low investment.

Tented

A near similar to heritage hotels in Nigeria is the ----- Guest Houses.

Colonial

Generally speaking, tourist spends approximately ------- percent of his funds on room and board

40

"Knowing what the customer wants" is what is known as --------?

Marketing

By definition, a place that is remote or ------ is the ultimate tourist destination.

Exotic

In the case of tourist hotels and resorts the Food and ---------- departments need to be considerably more flexible

Beverages

Tourist -------- is supposed to guide tourists politely regarding their needs and to answer queries and he also takes care of their security needs with special concern, if needed

Policeman

----- involves being away from home and work environment.

Tourism

Most of the foreign tourists coming to a country, want to leam about its -----

Culture

If goods and services between two needy parties matched, the ----- system came into play.

Barter

One of the characteristics that attract many tourists to the market is -----

Products

The common traditional native hand-woven cloth is popular refers to as ------?

"Aso ofi"

The ----- serves the purpose of marketing goods for rural and urban craftspeople

Emporium

Shops catering to the souvenir-inclined tourist often put ----- approved on their name board to assure customers of their honesty and quality which may not be true always.

Government

------ are small exclusive shops with selected goods most often sold at fairly high prices.

Boutiques

The ------ is an important organisation for the unified marketing of rural

products,

co-operative society

When the purchaser of the commodity had nothing worthy of exchange, the----- system was introduced.

Monetary

The proper ------- of a co-operative society requires honest and open dealing so that each member benefits equally from the profits of the society

Management

------- is an object, for example an artwork, which is valuable because it is rare, very old and has an importance to collectors.

Antiques

------ is anything that does not affect our environment or ecology negatively.

Eco-friendly

A ------ agency is responsible for organising travel and provides links to the supplier of services with the tourists

Travel

------- is probably the most obvious and common function of a travel agency

Ticketing

Domestic ------ is a term used for all travel within the country

Ticketing

Reservations are made in the Nigerian Airways with proper ------ and sent to Central Space Control which through its computer confirms its status available.

Codes

With the introduction of computers terminals, reservations can be made throughCRT which can only reserve ----- seats at a time

8

Travel Agents receives standard ------ from the airlines on the fare he/she sells

Commission

------ is a service available to a traveller by the travel agency to facilitateTravel activities

Facilitation

A person who provides information, plans and coordinates travel with various agencies to create a package or service is known as ------ operator

Tour

Which of the following is not an element that aid tourism operations?

Music

The advent of the railway marked the beginning of the modem system of wheeled transportation in Nigeria leading to the completion of Lagos-Ibadan railway in year ……?

1901

The conception and development of the Nigeria Railway were motivated reasons namely ----------

Strategic and commercial reasons.

The decline in the performance of Railways Corporation was attributed to

which of the following reasons?

Improved road network, decline in export goods and decrease in railway goods services

The development of bush paths into motorable routes were done in order to ….

Extend the commercial hinterlands and reduce the strain in the provision of porters"

The initial constraints to the development of road transport are ….

Finance and personnel

Which of the following roads is not the responsibility of the Federal, State and Local governments

Community roads

The networks and terminals in transport industry belong to which of the following

Public property

The supervision over the licensing of drivers, the importation, registration and licensing of all types of motor vehicles, and the regulation and orderly flow of traffic are done by which of the following?

The federal and State agencies

Which of the following is a merit of air transport over road transport in Nigeria?

It is faster, economy booster and, increase the standard of living of people

Which of the following companies jointly owned the Nigerian Airways with the Nigerian government?

British Overseas Airways and Elder Dempster Lines

Which of the following is not a characteristic of 5-star hotels?

They are categorized by certain international standards which include moderate standards of quality control

The following are examples of resorts except …?

Beach resorts, Hill resorts and Wildlife resorts

Generally speaking, tourist spends approximately ------- percent of his funds on room and board

40

Resorts and Lodges usually have certain features in common. Which of the following outline the features common to them?

Elaborate swimming pools, a balcony or patio overlooking each room and entertainment facilities

"Setting it up involves relatively low investment, it is ecologically very friendly and can be set up seasonally to reduce expenditure by not having to spend too much on the upkeep of the place when the tourist season is over" is a characteristic feature of which of these?

Tent camp

The Colonial Guest Houses in Nigeria is an example of …?

Heritage hotel

One distinguishing factor that separate guest houses from other tourist's accommodation facilities is that they are ….

Run by families in a very efficient manner

The following are the characteristics of Guest houses except….

They have only two- or three-square meals a day but spend the rest of the time outside

The system of paying guest accommodation is gaining much popularity because …

It affords the locals with a source of earning without any investment as well as the opportunity to learn different cultures.

Which of the following functions are not necessarily required from a professional in the tourism industry to his or her clients regarding accommodation?

Requesting from his or clients the need to have the knowledge of where to visit and when to visit

Which of the following statements does not described the frequent individual traveller (FIT).

They are less demanding as they often rely on professionals who design their itinerary as they go along

A tourism professional obtains necessary information about accommodation available at a destination through the following except…

Through advertisement on mass media and through phone calls.

The tourist policeman is an emerging idea with the following functions except…

Detecting crimes and controlling traffics

Entertainment is an essential component in tourism industry. Which of the following entertainment components is not yet introduced into Nigerian tourism?

Gambling, casinos and night clubs

Which of the following services is not yet available in tourism industry in Nigeria?

Tourism Police

The concept of marketing evolved as an offshoot of which of the following?

the advent of technology

The characteristics that attract many tourists to the market around them is one of the following

The display of the products, skills and culture of that particular area

The function of emporium in the distribution of local goods to visiting tourists, include the following except …

it provides irregular earnings to the locals through their crafts and arts sales.

In tourism industry, the emporia serve the general purpose of ….?

Being responsible for the production of quality textiles and different handicrafts.

The use of the services of travel agencies is very important to tourists because …

It also served the airline by booking the seat or the hotel by booking the room.

The basic qualities the personnel working in a travel agency include all of the following except…

Courteous and helpful, able to look at minute details, ready to work under pressure

The mode of transport most travel agencies do ticketing for in Nigeria involves which one of the following travels?

Domestic travel and International travel

With the growing network of airlines, frequency and competition between them, the busiest department of any travel agency is…

Domestic department

While making a reservation for your clients, you could also make request for special facilities for his specific needs which will make the journey a pleasant one. These facilities include which of the following services?

Meal request, Special seat reservation, Wheel chair, Infant crib, etc.