



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2011/2012
SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF SCIENCE IN TOURISM AND HOSPITALITY MANAGEMENT

HTM 408: SEMINARS

DATE: Tuesday, 27th March 2012

TIME: 8.00 a.m. – 10.00 a.m.

INSTRUCTIONS:

1. Answer ALL questions in section A.
2. Answer any TWO questions in section B.

SECTION A

1. Explain five points to bear in mind when preparing to lead a seminar discussion. (10 marks)
2. State ten rules to observe in relation to seminar presentation. (10 marks)
3. Outline the reasons for a literature review being undertaken. (5 marks)
4. Before one can make an oral presentation he has to consider the audience. State the tenets that should be checked. (5 marks)

SECTION B

5. Describe the following elements of visual aids:
 - i. Font, colour and background
 - ii. Size and number of elements
 - iii. Use of white space
 - iv. Text
 - v. References (20 marks)
6. In a bid to effectively communicate to the audience when making an oral presentation of a seminar paper, one is likely to face barriers. Citing local examples, enumerate on these barriers and show how they can be avoided.. (20 marks)
7. After preparing your seminar paper, you have been called for a VIVA, to present your findings. Explain the basic tenets you will consider in order to have a successful presentation. (20 marks)
8. Read through the following excerpt and organize it into Power Point slides in readiness for a Viva presentation. (20 marks)

There is a direct link between tourism business and the commercial sexual exploitation of children. By providing relatively cheap, direct flights from source countries to Kenya's holiday destinations, a hotel provides the anonymity and ease of access that paedophiles, casual sex offenders or situational abusers take advantage of. Child sex tourism is detrimental to our industry as well as being illegal. This is, regrettably, a growing problem around the world, primarily in poor countries.

A big part of our reputation comes from the fact that we are seen to be the most responsible holiday company in the country. The commercial sexual exploitation of children is a crime everywhere in the world. In many cases, the perpetrator can be criminally charged in his/her home country, even when the crime took place in a foreign land. The definition of a child is as per the UN Declaration of Human Rights and the UN Convention on the Rights of the Child – every human being below the age of 18. Irrespective of a country's age of consent, it is illegal to pay anyone under 18, in cash or kind, for sexual contact.

As tourism professionals we have a sense of responsibility to prevent any child from being abused in a tourist setting. As well as being illegal, the abuse of children is a fundamental abuse of their human rights and dignity.

By using our influence, we can encourage others (such as local agents, hotel staff and taxi drivers) to take measures to reduce and prevent the growth in child sexual exploitation in tourist destinations. We're not going to change things overnight, but better to take this first small step, rather than close our eyes and pretend the problem doesn't exist. By bringing this subject out into the open a bit more, we are also helping to remove the taboo attached to it, which in itself helps to inhibit and discourage would-be abusers to engage in illegal and abusive practices.

There is evidence that shows that many holidaymakers will not travel to a destination where they feel they would be uncomfortable or offended by the behaviour of others. Therefore, the reputation of that destination will suffer, as will our business there. So, in the long term, by raising awareness of this issue and hopefully preventing it taking place, it will encourage economic growth by sustaining tourism to that destination. It will also encourage responsible tourism and respect towards the local population – which has to be in everyone's best interests. It will also reinforce our reputation as a socially responsible holiday company.

What can you and your staff do to help prevent the sexual exploitation and abuse of children?

In the very unlikely event that a customer or member of staff does report seeing something involving our customer, try and get as much information as you can before going to the appropriate authorities. The authorities to contact will include the police, hotel management, embassy or consul, tourism authorities, child protection services. If it involves someone who is not our customer, consider what action you can take – you could tell the manager of that holiday company.

What can children do instead of sex work?

Children can turn to voluntary organizations that provide counseling and help with education. There are child welfare ministries in most destinations which try to provide help for children in prostitution. There are some organizations that provide

training for girls to become hairdressers, dress-makers or beauticians. Some try to find work in tourism, working in bars or hotels that are willing to offer them training.

What else can you do to help children who are sexually exploited?

- Support the charities and voluntary organizations that work with these children. Every little bit helps.
- Encourage staff to offer their services by teaching English in schools or helping out in after-school activities at children centers in tourist areas. It is estimated that 30% of children aged between 12 and 15 in the region are illiterate.
- Encourage everyone in the tourist industry to be more aware of child sexual exploitation in tourist areas so that it can be prevented.

What to do when you get back to your resort:

- Nominate one person in your resort to be the child sex abuse coordinator – choose someone who will be there long term. It could be yourself.
- Brief them using this training material and instruct them to brief everyone else in your resort. They should also be given responsibility for briefing new staff at change-over time. Remember to include office based staff. Make sure they have enough copies of the handouts. Give them a deadline when the briefing should be completed by.
- Make contact with relevant people in your resort to let them know that we are using our influence to support this issue: hoteliers association, tourist board, police, taxi drivers association, and tour operators.
- Make contact with relevant children's charities in your resort to find out when they do and how you can help locally.

A modified excerpt from Material provided by TUI Thomson, UK, as part of the 2002 Report on the 'Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism'.

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