



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J08)

## **TOUR AND TRAVEL ADMINISTRATION**

END OF SEMESTER EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory. Answer **ALL** questions.
3. Answer any **TWO** questions from Section **B**.

**SECTION A** (Answer **ALL** questions)

- Q.1 (a) You are working as a travel consultant in Kenya Safaris Limited. Give **FIVE** reasons why travelers use first class services in air transport. (10 marks)
- (b) Tourism businesses require to obtain an operating license from the tourism licensing section in the Ministry of Tourism. Explain the procedure for tourism licensing in Kenya. (10 marks)
- (c) Having taken a group of tourists for a tour, you are requested by the tour company to submit a tour report. Describe the kind of information likely to be included in the tour report. (10 marks)

**SECTION B**

Answer any **TWO** questions from this Section.

- Q.2 (a) You are an airport representative of a tour company meeting arrival clients who happens not to retrieve his baggage from the carrier. Explain to the client the channels for lodging this complaint with the carrier. (10 marks)
- (b) Many travelers use air transportation to and within destinations. Describe the procedure for planning itineraries by air. (10 marks)
- Q.3 (a) Tourist transport by train is not very popular in Kenya however some tourists to use it. Highlight **SIX** reasons why these tourists may prefer this mode of transport while travelling in Kenya. (12 marks)
- (b) A group of visiting travel agents want to know of Check in/out formalities within a particular accommodation establishment. Describe to them the process highlighting the important formalities. (8 marks)
- Q.4 (a) Operating as a tour operator require one to follow certain operational ethics. Describe such **FIVE** ethics in tour operation business. (10 marks)
- (b) Aircraft are widely used in air travel. Mention **FIVE** external parts of an aircraft. (10 marks)
- Q.5 (a) As an airport representative welcoming inbound tourists at an international airport you are required to brief them on various issues pertaining to their stay at the destination. Explain **FIVE** issues on which you would brief them. (10 marks)
- (b) You are working as an airport representative of a tour company at

an international airport in Kenya. A group of visiting tour and travel students from Mombasa Polytechnic University College on an educational field trip requires you to brief them on the layout of an international airport. Explain to them **FIVE** major areas important to international tourist travel.