



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J09)

TRAVEL AGENCY OPERATION II

END OF SEMESTER II EXAMS

SERIES: APRIL/MAY 2010.

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **TWO** sections **A** and **B**.
2. Section **A** is compulsory. Answer any **TWO** questions from Section **B**.

SECTION A

(Compulsory)

- Q.1 (a) Travelers visit destinations for various reasons. Explain **FIVE** reasons that motivate tourists to visit Kenya. (10 marks)
- (b) The customs department in Kenya restricts movement of goods in the a country. Explain any **FIVE** such restriction procedures. (10 marks)
- (c) International Civil Aviation Organization is an organization of some governments joined to promote civil aviation on a world wide scale. Explain **FIVE** specific roles of the organization in travel. (10 marks)

SECTION B

(Answer any **TWO** questions)

- Q.2 (a) Africa is an important travel destination. Describe **FIVE** climatic factors that make Africa a destination of choice in the world. (10 marks)
- (b) Flight time tables are usually displayed at International airports. Explain **FIVE** types of flight schedule information displayed on Flight Timetables. (10 marks)
- Q.3 (a) Many travelers use air transportation to and within destinations. Describe the procedure for planning itineraries by air. (10 marks)
- (b) Explain **FIVE** ways in which tourism is able to promote favourable international relations with its neighbours. (10 marks)
- Q.4 (a) You are an airport representative of a tour company meeting an 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) There are various methods through which travelers can make their reservations. Describe **FIVE** such methods of reservations used in the Kenyan travel sector. (10 marks)
- Q.5 (a) You have been employed as car hire operator in an international car hire organization. Explain any **FIVE** car hire terms and conditions that you would ensure to be included in the contracts that you would make with the clients. (10 marks)
- (b) Knowledge of travel law is important for a travel agent. Explain **FIVE** areas in which such knowledge can be put into practice when running a travel agency business. (10 marks)