



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social sciences***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

**BHT 2204: ADVANCED TRAVEL AGENCY**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** JUNE/JULY 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Two printed pages.*

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) Identify **FIVE** factors that may be considered by travel agents when organizing an itinerary by air. **(10 marks)**
- b) Identify the various areas of advice that an airport representative should be able to provide information on while on duty. **(10 marks)**
- c) Identify **FIVE** inclusions of a travel insurance policy. **(10 marks)**

## **SECTION B (Answer any TWO questions) 40 Marks**

### **QUESTION 2**

- a) Identify **FIVE** considerations that may guide a travel agent in accepting the use of a debit card by a traveler. **(10 marks)**
- b) Describe the selling process in a travel retailing outfit. **(10 marks)**

### **QUESTION 3**

- a) Identify **FIVE** items that should form part of an international passengers checklist on health issues. **(10 marks)**
- b) Identify **FIVE** types of travel facilitators that may provide travel services usually provided by common travel agencies. **(10 marks)**

### **QUESTION 4**

- a) Identify **FIVE** common types of business travel agents that provide services to tourists. **(10 marks)**
- b) Explain **FIVE** benefits of carrying out travel and tourism research in a destination. **(10 marks)**

### **QUESTION 5**

- a) Explain **FIVE** factors that should be considered when renting a car for tourist transport. **(10 marks)**
- b) Explain the content of a Prepared Ticket Advise (PTA) usually issued by travel agents to traveler. **(10 marks)**