



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social Sciences***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

**BHT 4102: FUNDAMENTALS OF TRAVEL OPERATIONS**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: JUNE/JULY 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

---

**SECTION A (Compulsory)**

**QUESTION 1**

- a) With the aid of a diagram, describe the different channels used to distribute travel products and service from the suppliers to the consumer. **(15 marks)**
- b) Describe the elements that constitute a package tour. **(15 marks)**

**SECTION B (Answer any TWO questions)**

**QUESTION 2**

Discuss the impact of technology on travel distribution system. **(20 marks)**

### **QUESTION 3**

- a) Explain the roles and functions of a travel agent. **(10 marks)**
- b) Define a visa. **(2 marks)**
- c) Describe any **FOUR** types of visas. **(8 marks)**

### **QUESTION 4**

Describe the main segment that make up the travel industry. **(20 marks)**

### **QUESTION 5**

Describe any **FIVE** types of tours. **(20 marks)**