



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A08)

TRAVEL AGENCY OPERATIONS

END SEMESTER II 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.
3. Answer any **TWO** questions from Section **B**.

SECTION A
(COMPULSORY)

- Q.1 (a) There are several factors that affect hotel rates. Explain **FIVE** such factors. (10 marks)
- (b) As a fresh graduate, you are to be employed as a trainee tour operator in a tour company. Describe **SIX** of your roles in the tour company. (12 marks)
- (c) You are required to handle various correspondences when working in a tour company. Mention such **FOUR** office correspondences. (8 marks)

SECTION B

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

- Q.2 (a) The Hotel and Restaurant Authority under the Ministry of Tourism is responsible for classifying hotels and restaurants in Kenya. Explain **SIX** considerations that the organization takes into account when undertaking this activity. (12 marks)
- (b) Custom designed tours are preferred by those with a particular interest in the destination. Explain **FOUR** disadvantages of such custom designed tours to both the planner and the client. (8 marks)
- Q.3 (a) There are different modes of transport that a tourist may use when travelling to and within a tourist destination. Explain **FOUR** modes of transport that the tourist may use. (8 marks)
- (b) Tour operators should have various attributes that would ensure the success of their operations. Highlight **SIX** such attributes. (12 marks)
- Q.4 (a) In order to make proper accommodation reservation and bookings, a travel consultant requires some information about the client. Give such **SIX** set of information. (12 marks)
- (b) As a tour manager you are required to supervise the operations in a tour company. Advise your staff on the **FOUR** sources of information for planning itineraries. (8 marks)
- Q.5 (a) The courier's file is an important document in tour operations. Highlight **FOUR** components of his file. (8 marks)
- (b) As a tour office supervisor you are required to control paper work in your office. Describe to your staff **SIX** symptoms of inadequate control of paper work. (12 marks)