



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE:**

**DIPLOMA IN TOURISM MANAGEMENT (DTMS16)**

**BHT 2104: TRAVEL AGENCY OPERATIONS**

**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**DATE: Pick Date DECEMBER 2016**

## Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

**Do not write on the question paper.**

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## **SECTION A (Answer all the questions)**

**30 POINTS**

### **QUESTION ONE**

- I. Explain how early travel innovations has shaped the modern travel industry (10 marks)**
- II. With the use of a diagram, describe the distribution channels in travel and tourism (10 marks)**
- III. What is the three letter city code for the following cities?**
  - a. Algiers**
  - b. Addis Ababa**
  - c. Casablanca**
  - d. Kigali**
  - e. Dar es Salaam (5 marks)**
- IV. Highlight any five types of visa. (5 marks)**

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO**

**Explain the roles and responsibilities of travel agencies in the travel trade (20 marks)**

### **QUESTION THREE**

**Discuss the desirable characteristics, attributes and skills that one needs to be a successful travel agent (20 marks)**

### **QUESTION FOUR**

**Explain the steps in planning air itinerary for a passenger (20 Marks)**

### **QUESTION FIVE**

**Describe six types of information that can be found in a travel information manual. (20 Marks)**