



# 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 2102: TOUR 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. Describe any five types of tour operators (15 marks)**
- II. Explain the various sources of income for travel and tour operation business (15 marks)**

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

### **QUESTION TWO**

**Discuss the roles and functions of tour operators in the tourism distribution system (20 marks)**

### **QUESTION THREE**

**Discuss the various types of tour packages (20 marks)**

#### **QUESTION FOUR**

Describe the package tour formulation process (20 Marks)

#### **QUESTION FIVE**

**Explain steps for designing tour itineraries** (20 Marks)