



# 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. Explain the differences between travel agents and tour operators (10 marks)**
- II. List ten services provided by tour operators in packaged tours (10 marks)**
- III. Briefly describe the following types of tour operators**
  - a. Ground handlers**
  - b. Special interest tour operators**
  - c. Domestic Tour operators**
  - d. Outbound tour operators**
  - e. Inbound Tour operators(10 marks)**

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

### **QUESTION TWO**

**Explain the criterion and conditions for starting a tour operation business (20 marks)**

### **QUESTION THREE**

**Explain the various information resources a tour operator can use in drawing travel itineraries (20 marks)**

### **QUESTION FOUR**

Discuss the benefits of package tours to customers (20 Marks)

### **QUESTION FIVE**

**Explain the essential components of a package tour (20 Marks)**