



# 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**

**(DTMS18)**

**BHT 2204: ADVANCE TRAVEL AGENCY**

**END OF SEMESTER EXAMINATION**

**SERIES: AUGUST 2019**

**TIME:2HOURS**

**DATE:**Pick Date Aug2019

## **Instructions to Candidates**

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. AttemptChoose instruction.

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

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

**30 POINTS**

### **QUESTION ONE**

- a) Explain the procedure of making an airline seat reservation with an international scheduled airline (10 marks)
- b) Describe **five** types of careers that a tourism management graduates can seek in a coach firm (10 marks)
- c) Explain **five** factors that travel agents consider when choosing an accommodation service for tourists (10 marks)

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

### **QUESTION TWO**

- a) Describe **five** external parts of a commercial aircraft (10 Marks)
- b) Explain **five** considerations that a travel agent must make when making a car rental reservation for tourists (10 marks)

### **QUESTION THREE**

- a) Describe the kind of information that a potential traveller may be required to give to an operator to facilitate booking of an appropriate flight service (12 marks)
- b) Describe four types of airline baggage (8 marks)

### **QUESTION FOUR**

- a) Describe five types of ancillary service providers that a travel agent may engage to enhance the total experience of an international tourist (10 marks)
- b) Describe five causes of travel service cancellation (10 marks)

### **QUESTION FIVE**

- a) Some items of carriage in air transportation are regarded as dangerous or hazardous goods. Describe **five** such dangerous or hazardous goods (10 marks)
- b) Explain five ancillary services that a tourist visiting Amboseli National Park may seek to ensure a better experience of the tourist attraction (10 marks)