



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN TOURISM MANAGEMENT (DTMS S23)
BHT2204 ADVANCED TRAVEL AGENCY

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE:

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

QUESTION ONE (30 MARKS)

- 1a. Describe **five** ways in which efficient airline guides are useful in travel agency operation (10 marks)
- b. Outline five onboard services in a passenger carrier (10 marks)
- c. Explain five sources of income in travel agency business (10 marks)

QUESTION TWO (20 MARKS)

- 2a) Describe five advantages of international civil air organization (10marks)
- b) Explain five benefits of the billing settlement plan to travel agency (10marks)

QUESTION THREE (20 MARKS)

- a. Highlight **five** advantages of global distribution system in a travel industry (10marks)
- b) Explain **five** main reasons why Tourism Revenue authority rate Travel accommodations (10marks)

QUESTION FOUR (20 MARKS)

- 4a. Explain **five** types of accommodations in tourism industry (10marks)
- b) Highlight **five** types of Aircraft 10marks

QUESTION FIVE (20 MARKS)

- 5. Destination management organizations are entities responsible for the strategic management and promotion of a specific destination. DISCUSS