



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE: DIPLOMA IN TOURISM MANAGEMENT (S24)

BHT 2102: TOUR OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date Dec 2024

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)

30 POINTS

QUESTION ONE

- a) Identify and explain FIVE functions performed by tour operators to their clients. (10 marks)

- b) Discuss the FIVE sectors of the travel and tourism industry as guided by the 5As of tourism. (10 marks)

- c) Explain any FIVE types of travelers that do not qualify to be categorized as tourists. (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Discuss any FIVE criteria for the classifications of hotels in Kenya giving an example in each. (15 marks)
- b). Explain any FIVE reasons for the classification of accommodation facilities. (10 marks)

QUESTION THREE

- a). Explain FIVE main types of tour operators found in Kenya's tourism industry. (15 marks)
- b) Explain FIVE desirable skills for an ideal tour operator. (5 marks)

QUESTION FOUR

- a) Discuss FIVE classifications of touristic attractions in Kenya detailing local examples for each. (15 marks)
- b) Explain FIVE challenges that the Kenya's coastal belt has faced in the past years (5 marks)

QUESTION FIVE

Present a detailed description of the process involved in the planning and managing of tours by tour operators (20 marks)