



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM S23)
HHT 4203: TRAVEL AND TOUR OPERATIONS MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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) Define the following terms as used in airline industry

- i. airline
- ii. cabins
- iii. baggage
- iv. terminals

(8mks)

(b) Describe three categories of airlines

(6mks)

(c) Elaborate on six requirements useful in designing an itinerary.

(6mks)

(d) Explain five benefits of IATA accreditation to Travel Agents.

(10mks)

SECTION B (Answer only TWO questions)

40 Points

QUESTION TWO

- a) Examine the roles of five organizations and associations within the tourism industry and examine their roles. (10mks)
- b) Discuss the selling process in regards to the proper selling skills in a Travel Agency (10mks)

QUESTION THREE

- a) Explain five Visa categories available to travelers. (10mks)
- b) Explain five types of tour packages sold by travel agencies. (10mks)

QUESTION FOUR

- a) Examine ten contents of a car rental agreement (10 Marks)
- b) Describe five conditions provided by the owner for renting a vehicle (10mks)

QUESTION FIVE

Discuss the various facilities available for passengers in a cruise ship. (20mks)