



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOURS AND TRAVEL OPERATIONS

(CTTO S12)

## **BHT 1110: TOUR OPERATIONS**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2013

**TIME:** 2 HOURS

### INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) Explain **FIVE** factors considered when writing down an itinerary. **(10 marks)**
- b) Define the following terms as used in travel and tourism:
- i) Tour file
  - ii) Courier
  - iii) Voucher
  - iv) Imprest
  - v) Rooming list
- (10 marks)**
- c) Outline the basic information contained in an invoice written for tour services rendered to clients. **(5 marks)**
- d) List **FIVE** types of office correspondence. **(5 marks)**

## SECTION B (Answer any **TWO** questions) 40 Marks

### QUESTION 2

- a) Describe the contents of a tour file. **(10 marks)**
- b) Explain the importance of carrying out the debriefing exercise. **(10 marks)**

### QUESTION 3

- a) Describe **FOUR** types of itineraries. **(10 marks)**
- b) Explain the symptoms of lack of control of paper work in a tour firm office. **(10 marks)**

### QUESTION 4

- a) Identify the items included in a tour cost and describe how you would go about costing a tour that would earn your tour company a profit. **(14 marks)**
- b) Outline the legal steps to follow when handling lost and found items. **(6 marks)**

### QUESTION 5

Mr. Torres in group of ten will be visiting Kenya over the Christmas Holiday. They would like to see Mt Kilimanjaro, visit Maasai Mara, the capital city, see the flamingoes and enjoy the sun and white coral beaches along Kenya's beautiful coast during their ten days visit starting 20<sup>th</sup> December 2013.

Propose and write out an itinerary with details about their tour as per their request. **(20 marks)**