



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM M12)

BHT 2204: ADVANCED TRAVEL AGENCY

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) Describe the resources you would use as a travel agent as a source of information when planning air itineraries. **(15 marks)**
- b) Define the following terms:
i) Passport
ii) Visa
iii) Itinerary
iv) Machine-Readable passports
v) E-passports **(10 marks)**
- c) Identify **FIVE** other documents that can be used instead of passports. **(5 marks)**

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

QUESTION 2

- a) Identify and describe any **FIVE** types of passports. **(10 marks)**
- b) Advise a client on the preventive measures he/she should take while travelling to Africa. **(10 marks)**

QUESTION 3

- a) Explain the benefits of taking travel insurance to tourists. **(10 marks)**
- b) Define the following terms as used in travel insurance:
i) Premium
ii) Policy
iii) Exclusions
iv) Limitations
v) Rider **(10 marks)**

QUESTION 4

Describe any **FIVE** types of insurance highlighting their features and benefits. **(20 marks)**

QUESTION 5

Identify and describe any **FIVE** types of information that can be found in the travel information manual. **(20 marks)**