



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM S12)

BHT 2102 : TRAVEL AGENCY

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

TIME: 2 HOURS

INSTRUCTIONS:

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

SECTION A (Compulsory) 30 Marks

QUESTION 1

As an investor in the travel industry there are various factors that you need to consider when setting up a travel agency enterprise. Highlight FIVE such factors. (10marks)

QUESTION 2

Kenya Association of Travel Agents (KATA) is an important travel association in Kenya. Highlight the benefits that a new travel agency may accrue from this organization. (10marks)

QUESTION 3

Highlight the various sources of income of a travel agency firm operating in Kenya. (10marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 4

- a) Explain FIVE travel services that may be offered by a travel agency outfit. (10marks)
- b) Highlight five type of Lodging establishments that travel agents may make accommodation reservations for their clients. (10 marks)

QUESTION 5

- a) Highlight the content of a car Rental agreement form that may form a basis of contract between a Client and a car Hire firm. (10 marks)
- b) Highlight five facilities that may be used by international travelers at an international airport. (10 marks)

QUESTION 6

- a) Briefly describe the check-out procedure at of an international traveler at an international airport. (10 marks)
- b) Kenya Airways has been a member of international Air transport Association (IATA). Highlight the benefits that the airline may have got from such membership. (10 marks)

QUESTION 7

- a) By use of illustration, explain the First Five freedoms of the Air that were the outcome of the Chicago convention of 1944. (10 marks)
- b) Highlight Five types of baggage common with air transport. (10marks)