



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A08)

## TRAVEL AGENCY OPERATIONS

END SEMESTER II EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

**SECTION A**  
(COMPULSORY)

- Q.1 (a) As a travel consultants you are to explain to a group of walk-in clients the benefits of buying tour packages from the tour operator. Explain **FIVE** such benefits. (10 marks)
- (b) You are to describe to a class of tourism students the different tours that may be available to tourists to a particular tourist destination. Explain such **FIVE** tours. (12 marks)
- (c) Explain **FIVE** advantages of tourists buying tour packages rather than buying the different elements of the tour separately. (10 marks)

**SECTION B**

Answer any **TWO** questions from this Section.

- Q.2 (a) Having been appointed to work as a tourist officer in Kenya, you intend to classify different types of tourist attractions in the country. Explain the different types of tourist attraction categories that you may have on accomplishing the task. (10 marks)
- (b) Accommodation is an important component of a tour. Explain **FIVE** different types of accommodation that can be used by a tourist in Kenya. (10 marks)
- Q.3 (a) The stay of tourists at a given destination cannot be comfortable without ancillary services. Explain the purpose of **FIVE** such tourist support services. (10 marks)
- (b) Differentiate the rates that are chargeable to accommodation services provided to tourists. Explain **FIVE** such different accommodation tariffs applicable in the Kenyan hotel sector. (10 marks)
- Q.4 Tourist transport is an important component of the tourist package. Explain **FOUR** reasons why this is so. (10 marks)
- Q.5 (a) Tour consultants follow a particular procedure when making reservation for tourist accommodation. Highlight this procedure. (10 marks)
- (b) As a tourist intending to come to Kenya you are required to make reservation through a tour company for the convenience of your travel. Highlight **FIVE** common services that the tour company may make a reservation for you. (10 marks)