



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A09/J10)

TRAVEL AGENCY OPERATIONS II

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) Explain **FIVE** sources of income for travel agency business in Kenya. (10 marks)
- (b) People travel to destinations due to various reasons. Mention **FIVE** reasons why people travel to Kenya. (10 marks)
- (c) Travel product is distributed through various channels. Describe **FOUR** probable distribution channels for tourism products. (8 marks)

SECTION B

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

- Q.2 (a) Travel agents play vital role in the development of the travel sector. Explain **FIVE** roles of travel agents in Kenya travel sector. (10 marks)
- (b) Check-in and check-out are necessary travel procedures when using an international airport as a travel gateway and exist. Differentiate the two travel processes. (10 marks)
- Q.3 (a) International Air Transport Association as a travel organization play important role in the development of destinations. Mention **SIX** such roles of this travel organization. (10 marks)
- (b) The immigration department at an international airport plays an important role. Explain **FOUR** activities that the department is supposed to undertake to facilitate safe travel abroad. (10 marks)
- Q.4 Using Federation of Travel Agents Association (UFTAA) is an important travel organization. Explain **FIVE** functions of this travel organization. (10 marks)
- Q.5 (a) International Civil Aviation Organization is an organization of some governments joined to promote civil aviation on a world wide scale. Explain **FIVE** specific roles of this organization in travel. (10 marks)
- (b) Airport representatives play important roles in facilitating travel. Explain **FIVE** roles of the airport representative. (10 marks)