



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM M07)

TOUR AND TRAVEL ADMINISTRATION

FINAL 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. Answer **ALL** questions.
3. Answer any **TWO** questions from Section **B**.

SECTION A (Answer **ALL** questions)

- Q.1 (a) State **FIVE** factors to consider when planning an itinerary. (5 marks)
- (b) Give the main features of a balance sheet, prepared at the end of a tour companies' financial period. (5 marks)
- (c) Define the terms;
- (i) Law (2 marks)
 - (ii) Itinerary (2 marks)
 - (iii) Policy (2 marks)
 - (iv) Integrity (2 marks)
 - (v) Mark up (2 marks)
- (d) List **FIVE** factors that may influence future trends in travel and tourism at the international level. (5 marks)
- (e) Give any **FIVE** requirements to be fulfilled before starting a travel and tour firm. (5 marks)

SECTION B

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

- Q.2 (a) Explain **FIVE** sources of laws in Kenya. (10 marks)
- (b) Describe the steps followed in the preparation of a profit and loss account. (10 marks)
- Q.3 Discuss **FIVE** tourist types and the group psychology of each type, briefly explaining how to handle each of the tourist type. (20 marks)
- Q.4 (a) Highlight the main features of a tour firm's operating annual budget. (10 marks)
- (b) Briefly describe types of laws in Kenya. (10 marks)
- Q.5 (a) Outline the aspects of the Tourism industry Licencing Act (TILA) Cap 381 of the Laws of Kenya concerning registration requirements For:
- (i) Tour operators (5 marks)
 - (ii) Drive Guides (5 marks)
- (b) Outline the provisions of the Hotel and Restaurant Act (HRA) Cap 484, concerning catering establishments in Kenya. (10 marks)