



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J09)

## **TRAVEL AGENCY OPERATION II**

END OF SEMESTER II EXAMS

**SERIES:** APRIL/MAY 2010.

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. This paper consists of **TWO** sections **A** and **B**.
2. Section **A** is compulsory. Answer any **TWO** questions from Section **B**.

## SECTION A

(Compulsory)

- Q.1 (a) Travel products are distributed through various channels. Describe **FOUR** probable distribution channels for tourism products. (10 marks)
- (b) Travel agents play vital role in the development of the travel sector. Explain **FIVE** roles of travel agents in the Kenyan travel sector. (10 marks)
- (c) United Federation of Travel Agents' Association as a travel organization plays an important role in the development of destinations. Mention **FIVE** such roles of this travel organization. (10 marks)

## SECTION B

(Answer any **TWO** questions)

- Q.2 (a) Describe **SIX** important airport facilities available to tourists when using international airports. (12 marks)
- (b) Some destinations are unpopular due to crimes. Explain **FOUR** types of common crimes that may hinder the development of travel in a destination. (8 marks)
- Q.3 (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 the organization in travel. (10 marks)
- (b) Africa is an important travel destination. Describe **FIVE** climatic factors that make Africa a destination of choice in the world. (10 marks)
- Q.4 (a) Airport representatives play important roles in facilitating travel. Explain **SIX** roles of airport representatives. (12 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. (8 marks)
- Q.5 (a) The customs department in Kenya restricts movement of goods the a country. Explain any **FIVE** such restriction procedures. (10 marks)
- (b) Check-in and check-out are necessary travel procedures when using an international airport as a travel gateway and exit. Differentiate the two travel processes. (10 marks)