



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J08)

TOUR AND TRAVEL ADMINISTRATION

END OF SEMESTER 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) You have been employed as car hire operative in an international car hire organization. Explain any **FOUR** car hire terms and conditions that you would ensure are included in the contracts that you would make with the clients. (10 marks)
- (b) Flight time-tables are usually displayed at international airports. Explain **FIVE** type of flight schedule information displayed on Flight Time-tables. (10 marks)
- (c) Room occupancy is an important aspect to consider when making travel accommodation reservation. Explain **SIX** such types of room occupancy. (10 marks)

SECTION B

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

- Q.2 (a) There are various methods through which travelers can make their reservations. Describe **FOUR** such methods of reservations used in the Kenyan travel sector. (8 marks)
- (b) Travel planners consider various factors when planning for tourist transport. Explain **SIX** such factors. (12 marks)
- Q.3 (a) The immigration department at an international airport plays an important role. Explain **FOUR** procedures that the department is supposed to undertake to facilitate safe travel abroad. (8 marks)
- (b) Airport representatives play important roles in facilitating travel. Explain **SIX** roles of the airport representative. (12 marks)
- Q.4 (a) You are intending to plan an itinerary for a group of travelers to Rio De Janeiro in Brazil. Explain **FIVE** factors that you would consider when planning their itinerary by air. (10 marks)
- (b) Describe **FIVE** types of information that can be found in the Official Airline Guide (OAG). (10 marks)
- Q.5 (a) Describe **FIVE** features you can use in differentiating aircraft types. (10 marks)
- (b) Tourist transport by air is very popular in Kenya consequently many tourists do use it. Highlight **FIVE** reasons why these tourists may prefer this mode of transport while travelling in Kenya. (10 marks)