



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM A09)

TRAVEL AGENCY OPERATIONS I

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) Discuss the history and importance of IATA city codes. (5 marks)
- (b) What is the city code for each of the following names?
- (i) Rome
 - (ii) Port au Prince
 - (iii) Prince Edward Island
 - (iv) Cairo
 - (v) Douala. (5 marks)
- Q.2 (a) Define the term visa. (2 marks)
- (b) Write short notes on any **FOUR** types of visas. (8 marks)
- Q.3 (a) List any **FIVE** functions of National Travel and tourism organizations. (5 marks)
- (b) State any **FIVE** roles of overseas travel and tourism marketing representatives. (5 marks)

SECTION B

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

- Q.4 Explain the roles of the following travel and tourism organizations.
- (i) UFTAA – United Federation of Travel agents’ Association
 - (ii) WTO – World Tourism Organization. (20 marks)
- Q.5 (a) Explain the passport as a travel document citing **THREE** of its importance. (5 marks)
- (b) Explain **FIVE** different types of passport. (15 marks)
- Q.6 Identify and discuss the desirable characteristics and skills of a professional travel agent. (20 marks)
- Q.7 (a) Explain the evolution of travel sales. (5 marks)
- (b) Explain the reasons that may make the internet eliminate travel agency operations. (15 marks)