



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) Airport representatives play important roles in facilitating travel. Explain **FIVE** roles of the airport representative. (10 marks)
- (b) Flight time tables are usually displayed at international airports. Explain **FOUR** types of flight schedule information displayed on Flight Timetables. (8 marks)
- (c) There are various methods through which travelers can make their reservations. Describe **SIX** such methods of reservations used in the Kenyan travel sector. (12 marks)

SECTION B

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

- Q.2 (a) The customs department in Kenya restricts movement of good in the country. Explain any **FIVE** such restriction procedures. (10 marks)
- (b) Travel documentation is an important travel requirement. Explain any **FIVE** standard travel documents used by international travelers into Kenya. (10 marks)
- Q.3 (a) Travel insurance is a necessity in the travel sector. Explain **FIVE** reasons why travel insurance is important in development of travel and tourism in Kenya. (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.4 (a) Describe **FIVE** important airport facilities available to tourists when using an international airport. (10 marks)
- (b) Travellers visit destinations for various reasons. Explain **FIVE** reasons that make tourist visit Kenya. (10 marks)
- Q.5 (a) Travel product distribution is carried our by several travel organization. Explain the probable distribution channel of travel product in Kenya. (10 marks)
- (b) Tourists use various means of transport in Kenya. Describe **FOUR** such means of tourist transport. (10 marks)