



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY AND TOURISM MANAGEMENT**

DTM 032: TRAVEL AGENCY TECHNIQUES

DATE: 5/6/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Name five types of Travel Agents. (5 marks)
 - b) State Five Roles played by travel agents. (5 marks)
 - c) Highlight six reasons when a carrier can extend the validity of an air ticket. (6 marks)
 - d) Name four items classified as dangerous goods in Airlines. (4 marks)
 - e) Name five types of computerized reservation software's used in the hospitality and tourism industry. (5 marks)
 - f) Highlight the contents found in Travel information manual. (5 marks)
2.
 - a) It's not mandatory for Airlines to carry passengers after the purchase of an air ticket. Explain Five reasons for refusal of carriage. (10 marks)
 - b) Describe Five major tourist Attractions Found in Africa. (10 marks)
3.
 - a) Explain the difference between Sea and Ocean. (10 marks)
 - b) Discuss five advantages of computerized reservation systems used in hospitality and tourism industry. (10 marks)
4.
 - a) Name five types of Visa. (5 marks)

Examination Irregularity is punishable by expulsion

- b) A tourist wanted to travel from Finland to Serengeti Game Reserve in Tanzania, but Visa was denied. Explain five reasons why the Tanzanian ministry of Immigration denied him Visa. (10 marks)
- c) State five characteristics of Hospitality and tourism products. (5 marks)
- 5 a) A passenger wants to travel from Milan in Spain to Rome in Italy. As a travel agent advice the customer on FIVE factors to consider before choosing the mode of transport to use. (10 marks)
- b) Somak Travel Agency has sold a travel package to a group of Scotland tourists. You have been called in as the company's travel insurance Adviser. Clearly explain the risks covered by travel insurance to the tourists. (10 marks)



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DTM 030: AIRFARE AND TICKETING

DATE: 2/6/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. a) Define the following terms as used in Airfare and Ticketing. (10 marks)
 - i) Check in
 - ii) Connecting flight
 - iii) Baggage
 - iv) Boarding pass
 - v) Billing and Settlement plan.
- b) State five benefits of Aviation to the tourism industry. (5 marks)
- c) Name five general rules regarding the validity of a Passport (5 marks)
- d) Identify the country code, local currencies name and currency code used by the following countries. (6 marks)
 - i) USA
 - ii) Argentina
 - iii) Brazil
 - iv) South Africa
 - v) Kenya

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- e) All passports generally contain similar information. State the information contained in an Ethiopian Passport. (4 marks)
2. a) Mitchell is a Backpacker travelling from United Kingdom to Thailand, he has sought travel information from your tours and travel company. Describe to him five general preventive measures to put into consideration before travelling. (10 marks)
- b) A passenger wishes to travel from Kericho Kenya to Delhi in India as a travel expert based in Indian Embassy Explain to the passenger the Health and Immunization requirements prior to issuance of Visa. (10 marks)
3. a) In an effort to increase security in the area of international air travel, many countries have instituted an Advanced Passenger Information System (APIS) state the information that will be collected from a passenger travelling to United States under this system. (10 marks)
- b) Give meaning to the following Airline Coded messages. (10 marks)
- i) *PLS DAPO TO KK WL THNK AGT ER.*
- ii) *I PAX REQ FRAN CONX FLT.*
- iii) *PLS ADV ALTRN STRV.*
- iv) *INF PSGR NTBA.*
- v) *ITIN CANX DUE TO PSGR NOSH.*
4. a) You are the sales representative of KQ, Akothe a renown local Celebrity wants to travel to Nigeria. Explain to her the services available to first class passenger during flight. (10 marks)
- b) Official Airline Guide (OAG) publishes timetables in online and paper based format concerning flight schedules. Discuss five details found in OAG flight schedules. (10 marks)
5. a) Define the term journey (1 mark)
- b) Describe the three types of Air journey that return to the country of origin. (9 marks)
- c) Analyse the procedure followed when constructing point to point Air Fare. (10 marks)