



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

..... SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY AND
TOURISM MANAGEMENT

DTM 030: TRAVEL AGENCY TECHNIQUES

DATE:

TIME:

INSTRUCTIONS.

This paper consist five questions. Question 1 is compulsory. Answer any other two questions.

SECTION A

- 1 (a) Define the following terms as used in Travel Agency Techniques (10 marks)
- (i) World heritage site
 - (ii) Baggage
 - (iii) Travel Geography
 - (iv) Travel Insurance
 - (v) Tourist (10 marks)
- (b) State five roles of a travel agent. (5 marks)
- (c) Name five major rivers of the world. (5 marks)
- (d) Highlight five sources of travel information. (5 marks)
- (e) State five optional conditions and activities covered by travel insurance policy. (5 marks)
2. (a) Differentiate between sea and ocean. (6 marks)
- (b) Name six seas. (6 marks)
- (c) Describe four major tourist attractions found in Africa. (8 marks)

3. (a) Discuss five characteristics of hospitality and tourism products. (10 marks)
(b) Explain five factors that will influence passenger choice of mode of travel. (10 marks)
4. (a) Name five Global Distribution Systems used by airlines. (5 marks)
(b) Highlight five items classified as dangerous goods by IATA. (5 marks)
(c) Explain the benefits of travel product knowledge to a travel agent. (10 marks)
5. (a) Discuss five types of passport used by international travelers. (10 marks)
(b) As a travel agent, explain the information collected from the client in order to check visa requirements. (10 marks)