

Name: _____ Index No: _____

1919/201
 TRAVEL OPERATIONS
 July 2013
 Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
 MODULE II**

TRAVEL OPERATIONS

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This question paper consists of FIFTEEN questions in TWO sections; A and B.

Answer ALL questions in section A and any FOUR questions in section B in the spaces provided in this paper.

Candidates should answer the questions in English.

Do NOT remove any pages from this booklet.

For Examiner's Use only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10	32	
B	11	17	
	12	17	
	13	17	
	14	17	
	15	17	
TOTAL			

This paper consists of 16 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (32 marks)

Answer ALL the questions in this section in the spaces provided.

1. Identify **three** participants in the distribution channel in the tourism industry. (3 marks)

2. State **three** roles of a travel agent. (3 marks)

3. List **two** means of transport commonly used by tourists in the Rift Valley circuit. (2 marks)

4. List **four** differences between scheduled flights and charter flights. (4 marks)

5. List **three** airport facilities important to tourists. (3 marks)

6. Identify **four** factors that affect choice of transport for tourism purposes. (4 marks)

7. Identify **four** types of rooms found in accommodation facilities. (4 marks)

8. Give **two** advantages of having computerized filing in a tour firm.

9. State **four** activities that may have contributed to the increase in crime in the travel and tourism industry. (4 marks)

10. List **three** types of travel insurance. (3 marks)

SECTION B (68 marks)

Answer any **FOUR** questions in this section in the spaces provided after question 15.

11. (a) Outline the importance of road transport in the travel industry. (9 marks)
- (b) Explain the contribution of Information Communication Technology (ICT) to travel operations. (8 marks)
12. (a) Highlight the roles of airport representatives in the travel industry. (9 marks)
- (b) Outline the disadvantages of using railway transport in the travel industry in Kenya. (8 marks)
13. (a) Explain the roles of the International Air Transport Association (IATA) in the travel and tourism industry. (9 marks)
- (b) Kenya recently passed a new constitution. Highlight the possible impact of this event on the travel industry. (8 marks)
14. (a) Discuss **six** challenges faced by travel agents in making reservations. (9 marks)
- (b) Outline **four** methods of making payments in the travel industry. (8 marks)
15. (a) Explain the role of the Tourism Industry Licensing Act (TILA) in the travel industry. (9 marks)
- (b) Highlight **four** demotivators in the travel industry. (8 marks)