

1919/201
TRAVEL OPERATIONS
November 2018
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN TOUR GUIDING AND
TRAVEL OPERATIONS

MODULE II
TRAVEL OPERATIONS
3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of FIFTEEN questions in TWO sections; A and B.
Answer ALL the questions in Section A and any FOUR questions from section B in the answer booklet provided.
Maximum marks for each part of a question are as indicated.
Candidates should answer the questions in English.*

This paper consists of 3 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.

1. List **two** types of travellers based on the point of origin. (2 marks)
2. Outline **three** types of motive power used in propelling trains. (3 marks)
3. List **four** services that are offered in the terminal building at an airport. (4 marks)
4. Give **three** factors that should be considered when pricing car rental services. (3 marks)
5. List **four** components of a standard flight timetable. (4 marks)
6. Outline **three** methods used to check incoming luggage by security personnel at the airport. (3 marks)
7. Give **three** reasons why potential travellers prefer to make reservations through personal visits to a travel office. (3 marks)
8. List **three** components of the law of tort. (3 marks)
9. Outline **four** components of a tour package. (4 marks)
10. Outline **three** requirements for claiming travel insurance compensation. (3 marks)

Answer any **FOUR** questions from this section.

11. (a) Highlight **four** types of motivators that encourage people to travel. (8 marks)
- (b) Outline the steps of purchasing an airline ticket online. (9 marks)
12. (a) Outline **six** items of content found in a regular passport. (9 marks)
- (b) Explain **four** sources of law in Kenya. (8 marks)
13. (a) Explain **six** reasons why road transport is popular with travellers in Kenya. (9 marks)
- (b) Describe **four** types of air journeys. (8 marks)
14. (a) Outline **six** risks that can be covered by travel insurance. (9 marks)
- (b) Explain **four** benefits that a tourist would get from hiring a private car. (8 marks)
15. (a) Highlight clients' information required by a travel agent to facilitate accommodation reservation. (9 marks)
- (b) Highlight the **four** types of principals that offer travel services. (8 marks)

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