

1919/201
TRAVEL OPERATIONS
July 2019
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 **three** ways in which tour operators establish links with accommodation facilities. (3 marks)
2. State **three** reasons that make air transport a preferred mode of travel in Kenya. (3 marks)
3. State **four** types of information that a travel agent should present to a potential client before booking a hotel room. (4 marks)
4. List **four** types of ferry services that are used in water transport. (4 marks)
5. List **three** risks that can be covered in an insurance policy for a traveller while in a destination. (3 marks)
6. State **three** types of travel agencies that can be found in a tourist destination. (3 marks)
7. List **three** situations under which car rental can be a preferred mode of transport. (3 marks)
8. Name **three** types of aircraft services that are available to travellers. (3 marks)
9. List **three** methods that can be used by potential travellers to book a holiday. (3 marks)
10. List **three** tourism activities that may promote crime in a tourist destination. (3 marks)

SECTION B (68 marks)

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

11. (a) Explain **four** sources of income for travel agents. (8 marks)
- (b) Outline **six** services available to travellers using cruise ships as a means of transport. (9 marks)
12. (a) Describe **six** types of passports that may be used by international travellers. (9 marks)
 - ordinary
 - diplomatic
 - passport card
 - emergency
 - official
- (b) Highlight **four** types of information that a traveller would give a car rental firm when making reservation for a vehicle. (8 marks)
13. (a) Highlight **six** regulations a travel agent appointed by an airline should observe. (9 marks)
- (b) Describe **four** types of organized tours that can be offered to tourists. (8 marks)
14. (a) Outline **six** factors that have facilitated cruise tourism at the Kenyan coast. (9 marks)
- (b) Highlight **four** reasons why it is necessary for travellers to meet health standards. (8 marks)
15. (a) Describe **six** types of rooms a travel agent can reserve for a guest in a hotel. (9 marks)
- (b) Highlight **four** guidelines that should be followed by a travel agent when advising a traveller on the purchase of an insurance cover for a trip. (8 marks)

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