

Name \_\_\_\_\_

Index No. \_\_\_\_\_

2912/207

TRAVEL AGENCY

November 2013

Time: 3 hours

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



THE KENYA NATIONAL EXAMINATIONS COUNCIL

## DIPLOMA IN TOURISM MANAGEMENT MODULE II

TRAVEL AGENCY

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 paper consists of SEVEN questions.*

*Answer any FIVE questions in the spaces provided in this question paper.*

*All questions carry equal marks.*

*Do NOT remove any pages from this booklet.*

*Candidates should answer the questions in English.*

### For Examiner's Use Only

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

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.

1. (a) Travel agencies may be categorised according to certain criteria. Explain **five** such criteria. (10 marks)
- (b) Most countries subscribe to certain international air transport regulations. Explain the ways in which compliance to such regulations facilitates tourism in a country (10 marks)
2. (a) Highlight **five** factors that an entrepreneur may consider when setting up a travel agency to cater for tourists visiting the country. (10 marks)
- (b) One of the outcomes of the Chicago Convention of 1944 was the creation of the First Five Freedoms of the Air. Describe these **five** freedoms as defined by the convention. (10 marks)
3. (a) Wasike, a graduate in Diploma in Tourism Management, has decided to work in a travel agency. Highlight **five** knowledge areas that he should be conversant with for him to work effectively in the field. (10 marks)
- (b) Outline the fare related content of information contained in the Passenger Air Tariff (PAT) manual that a travel agent should consult when booking airline seats for a tourist. (10 marks)
4. (a) A travel agent should source for travel insurance cover for his tourist clients. Explain the measures that he should take into consideration in effecting such a cover. (10 marks)
- (b) There are certain types of passengers that require special handling when in transit. Highlight **five** such categories of passengers. (10 marks)
5. (a) Kamene, a travel agent, is in the process of facilitating a flight reservation for a certain tourist. Highlight the types of information about the tourist that she should have so as to carry out the exercise effectively. (10 marks)
- (b) A travel agent needs to advise his tourist clients on the items to carry when travelling out of the country. Highlight **five** items he should mention, that may **not** be allowed beyond the screening checkpoint at the airport. (10 marks)
6. (a) Explain **five** types of baggage that a tourist may have during air travel. (10 marks)
- (b) Highlight **five** contents of a Miscellaneous Charges Order (MCO) that may be issued to a tourist. (10 marks)
7. (a) There are several parties to the IATA Billing Settlement Plan (BSP). Describe **five** such parties. (10 marks)
- (b) Describe the check-out process that a tourist is expected to go through at an international airport. (10 marks)