



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA / EMBU

**SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM
AND HOSPITALITY MANAGEMENT**

DTHM 0252: AIRPORT AND CABIN OPERATIONS

STREAMS: DTHM Y2S2

TIME: 2 HOURS

DAY/DATE : WEDNESDAY 22 /09/ 2021

11.30 AM – 1.30 PM

INSTRUCTIONS TO CANDIDATES:

- Answer All Questions in Section A and any two in Section B.
- DO NOT WRITE ANYTHING on the question paper.

SECTION A: 30 MARKS

1. Advice a colleague why you would recommend air transport over rail transport. [6 Marks]
2. Describe different types of flights in air transportation. [6 Marks]
3. Briefly explain THREE objectives of Overseas Territories Aviation Authorities (OTAA) in the aviation industry. [6 Marks]
4. Highlight SIX functions / operations of cargo handling units. [6 Marks]
5. Give SIX reasons why aerodromes have a difficulty in operating specified routes. [6 Marks]

SECTION B: 40 MARKS

6. a) Elucidate FIVE challenges the airline industry has encountered during the COVID-19 pandemic in Kenya. [10 Marks]
7. a) Describe the procedure of embarking a Kenyan domestic flight. [10 Marks]
b) Discuss the airline disembarking process for an arriving flight. [10 Marks]
8. As a tour operator you have been tasked with the responsibility of advising on air transport production and distribution in developing nations. Basing your arguments on provisions of IATA and ICAO, illustrate some of the objectives that will guide the discussion. [20 Marks]
-