

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

DTHM 0152: AIRPORT AND CABIN OPERATIONS

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- 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. Briefly explain the advantages of air transport over other modes of transport. [6 Marks]
2. List SIX impacts of air transport on the biophysical environment. [6 Marks]
3. Briefly explain THREE types of carriers in air transport. [6 Marks]
4. Briefly explain THREE factors influencing flight routing. [6 Marks]
5. Briefly discuss the luggage handling operations at the airport. [6 Marks]

SECTION B: (40 MARKS)

6. a) Discuss the duties of any FIVE flight attendants in airport operations. [10 Marks]
 b) Discuss FIVE challenges facing flight attendants in airport operations. [10 Marks]
7. a) Discuss the current trends in the airline operations in the global travel industry. [10 Marks]
 b) Discuss FIVE emerging issues in air transport affecting the tourism industry. [10 Marks]
8. Discuss in details the factors that influence passenger choice of an airline carrier. [20 Marks]

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