

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
MAIN/EMBU**

**FIRST YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM
AND HOTEL MANAGEMENT**

DTHM 0151: TOURS AND TRAVEL OPERATIONS

STREAMS: DTHM (Y1S2)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/07/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- (i) Answer all questions in Section A and any TWO in section B**
- (ii) Do not write on the question paper**

SECTION A (30 MARKS)

1. Differentiate between guaranteed and non guaranteed reservation. (6 marks)
2. Briefly explain the components of a typical tourism transport system. (6 marks)
3. Distinguish a visa from a passport. (6 marks)
4. Highlight any SIX popular attractions within the Europe continent and what they are famous for. (6 marks)
5. Highlight provisions of United Federation of travel Agency Association on tour operations in Kenya. (6 marks)

SECTION B: (40 MARKS)

6. Discuss the process of developing a beach tourism product in any emerging destination. (20 marks)
7. a) Explain why most airlines are having a problem in operating within the Democratic Republic of Congo. (10 marks)

b) Describe FIVE types of tours in travel operations. (10 marks)

8. a) Discuss FIVE attributes of a good tour operator in any emerging destination. (10 marks)

b) Discuss the challenges facing tour development in northern part of Kenya. (10 marks)

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