

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
TOURISM MANAGEMENT

BTOM 253: AIRPORT AND CABIN OPERATIONS

STREAMS: BTOM Y2S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 5/12/2018

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer ALL Questions in Section A and any TWO in Section B
- Do not write on the question paper

SECTION A: [30 MARKS]

1. Briefly explain six functions of an airport facility. [6 Marks]
2. Briefly discuss passenger handling operations in an airport. [6 Marks]
3. Highlight six roles of International Civil Aviation Organization (ICAO). [6 Marks]
4. Briefly explain six qualities of a good air cabin crew. [6 Marks]
5. Briefly explain six duties of flight attendants in airport operations. [6 Marks]

SECTION B: [40 MARKS]

6. (a) Discuss five economic contributions of airline business in tourism. [10 Marks]  
(b) Discuss five types of carriers used in cabin operations. [10 Marks]
7. Explain the procedure followed by a tourist during embarking and disembarking at both the airport and the Tourist Generating Region and the Tourist Destination Region. [20 Marks]
8. (a) Explain five specific factors that are most important in selecting the aircraft types by airlines. [10 Marks]  
(b) Explain five key points covered in cabin crew briefing. [10 Marks]