

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT

DTHM 0152: AIRPORT AND CABIN OPERATIONS

STREAMS: DTHM Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 6/12/2018

11.30 A.M – 1.30 P.M

INSTRUCTION:

- **Answer all questions in section A and any two questions in section B**
- **Do not write on the question paper**

SECTION A: 30 MARKS

1. Differentiate between chartered and scheduled flights. [4 marks]
2. Briefly discuss five advantages of air transport in tourism industry. [5 marks]
3. Briefly explain six key points in cabin crew briefing. [6 marks]
4. Air transport causes negative impacts to the environment. Discuss these impacts. [6 marks]
5. Briefly explain 3 ways of ensuring safety in airport operations. [6 marks]
6. List three acceptable items that passengers can possess during a flight. [3 marks]

SECTION B (40 MARKS)

7. (a) Discuss the procedure followed during fire fighting in cabin operations. [10 marks]
(b) explain ten duties of flight attendant in air transport. [10 marks]
8. A tourist was travelling from Germany to Kenya. Explain the procedure he followed during embarking and disembarking in both the airport at the tourist generating region and the tourist destination region. [20 marks]

9. (a) Discuss eight risks associated with manual luggage handling in air transport. [8 marks]

(b) Explain six solutions to the risks associated with manual luggage handling in cabin operations. [12 marks]
