
CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**SECOND 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 4/12/2019

8.30 A.M – 10.30 A.M

INSTRUCTIONS

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

SECTION A 30 MARKS

1. Briefly explain six roles of air transport in the tourism industry. [6 marks]
2. Briefly explain six functions of an airport facility. [6 marks]
3. Highlight six objectives of forming international Air Transport Association (IATA) [6 marks]
4. Briefly explain six qualities of a good air cabin crew. [6 marks]
5. Explain five key points covered during cabin crew briefing. [6 marks]

SECTION B (40 MARKS)

6. Discuss the procedure followed by tourists during embarking at the tourism generating region and disembarking at the tourism destination region. [20 marks]

7. (a) Discuss five economic contributions of airline business to tourism development. [10 marks]

marks]

(b) Discuss the process of fire fighting in cabin operations. [10 marks]

8. (a) Discuss the airline reservation process. [10 marks]

(b) Explain ten roles of international civil aviation organization (ICAO). [10 marks]
