

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**CHUKA AND EMBU CAMPUSES**

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

**DTHM 0152: AIR TRANSPORT AND CABIN OPERATIONS**

**STREAMS: DTHM Y1S2**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 12/04/2018**

**2.30 P.M. – 4.30 P.M.**

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**INSTRUCTIONS:**

- Answer all questions in section A and TWO questions in section B.
- Do not write on the question paper.

**SECTION A (30 MARKS)**

1. Discuss four roles of transport in tourism industry. (4 marks)
2. Differentiate between chartered flights and scheduled flights. (4 marks)
3. Briefly explain six key points covered in cabin crew briefing. (6 marks)
4. Air transport causes negative impacts to the environment. Discuss these negative impacts. (6 marks)
5. Safety and security is very important in air transport. Explain three ways of ensuring safety in airport operations. (6 marks)
6. Explain four airline reservation systems in cabin operations. (4 marks)

**SECTION B (40 MARKS)**

7. (a) Discuss five advantages of air transport in tourism industry. (10 marks)  
(b) Explain ten duties of flight attendant in air transport. (10 marks)

8. A tourist was travelling from Australia to Kenya. Explain the procedure which should be 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)
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