

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN HOSPITALITY AND
TOURISM MANAGEMENT**

CHTM 00103: INTRODUCTION TO TRAVEL AND TOURS OPERATIONS

STREAMS: CHTM (Y1S1)

TIME: 2 HOURS

DAY/DATE: THURSDAY 07/08/2025

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. Define the following terms as used in travel and tours operations:
 - i) Tour (1 mark)
 - ii) Tour operators (1 mark)
 - iii) Tour agencies (1 mark)
 - iv) Principals (1 mark)
 - v) Tour administration (1 mark)
2. Highlight FIVE functions of International Civil Aviation Organization (ICAO) (5 marks)
3. Outline FIVE challenges that are facing transportation in Tourism industry. (5 marks)
4. Briefly explain FIVE methods of reservation used by tourist while making travel bookings. (5 marks)
5. Highlight FIVE functions of immigration offices in airline operations. (5 marks)
6. Briefly explain FIVE types of tours. (5 marks)

SECTION B (40 MARKS)

7. a) Discuss FIVE objectives of International Air Transport Association (IATA). (10 marks)
- b) Discuss FIVE roles of tour operators in the travel distribution process. (10 marks)

8. a) Discuss FIVE tourism circuits in Kenya. (10 marks)

b) Discuss FIVE barriers to travel which demotivate tourists in travel and tours operations.

(10 marks)

9. Discuss TEN emerging trends in travel and tours operations.

(20 marks)
