



**UNIVERSITY EXAMINATIONS**

**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 18/12/2024**

**2.30 P.M – 4.30 P.M**

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**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. Justify why air transport is a key determinant in the growth of tourism industry (6 marks)
2. Outline the organizational structure of an airport facility (6 marks)
3. Write short notes on the cargo handling operations in cabin operations. (6 marks)
4. Examine the key responsibilities of a cabin crew working in an international airline company (6 marks)
5. Briefly explain three roles of porters in an airport facility (6 marks)

**SECTION B: (40 MARKS)**

6. A. Describe the procedure followed by a tourist during embarking at the Tourism Generating Region and disembarking at the Tourism Destination Region. (20 marks)
7. a) Discuss five skills that are considered by employers during recruitment in aviation industry (10 marks)  
b) Cabin crew briefing is very important in the daily airport operations. Discuss this statement (10 marks)

8. a) Using examples, discuss five factors considered by airline companies when selecting the type of aircraft to purchase for their operations (10 marks)

b) Discuss five roles of International Civil Aviation Organization (ICAO) in air travel operations (10 marks)

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