

Name _____ Index No. _____ / _____

1919/201
TRAVEL OPERATIONS
July 2012
Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN TOUR GUIDING
AND TRAVEL OPERATIONS**

MODULE II

TRAVEL OPERATIONS

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This paper consists of 15 (FIFTEEN) question in TWO Sections; A and B.

Answer ALL the questions in section A in the spaces provided after each question.

Answer any FOUR questions from section B in the spaces provided after question 15.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10	32	
B	11	17	
	12	17	
	13	17	
	14	17	
	15	17	
Total Score			

This paper consists of 12 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (32 marks)

Answer ALL the questions in this section in the spaces provided.

1. List **two** areas of IATA. (2 marks)

2. State **three** objectives of ICAO. (3 marks)

3. Highlight **four** advantages of using water transport. (4 marks)

4. State **four** items of information to be filled in an airline ticket. (4 marks)

5. State **three** points at which a passenger is allowed to produce a flight coupon. (3 marks)

6. State **three** advantages of road transport. (3 marks)

7. List **three** circumstances where an agent may not be paid a commission upon sale of a ticket. (3 marks)

8. State **three** considerations a traveller should look into when choosing a travel insurance policy. (3 marks)

9. Outline **three** services offered in First Class in an airline. (3 marks)

10. State **four** challenges facing the operations of airlines. (4 marks)

SECTION B (68 marks)

*Answer any **FOUR** questions from this section.*

11. (a) Explain **six** problems that travellers may encounter during a tour of Northern Kenya. (9 marks)

(b) Highlight **four** requirements that embassies should check before issuing a visa. (8 marks)

12. (a) Explain **three** airport procedures that a passenger should follow upon arrival. (9 marks)

(b) Highlight the factors to consider when planning an itinerary for clients who are visiting Kenya for the first time. (8 marks)

