Name	Index No//
1919/201	Candidate's Signature
TRAVEL OPERATIONS July 2012	Date
Time: 3 hours	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		
	11	17		
В	12	17		
	13	17		
	14	17		
	15	17		
	Total Scor	re		

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.

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SECTION A (32 marks)

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

List two areas of IATA.	(2 marks)
State three objectives of ICAO.	(3 marks)
Highlight four advantages of using water transport.	(4 marks)
State four items of information to be filled in an airline ticket.	
State three points at which a passenger is allowed to produce a flight coupon.	(3 marks)
State three advantages of road transport.	(3 marks)
	State three objectives of ICAO. Highlight four advantages of using water transport. State four items of information to be filled in an airline ticket. State three points at which a passenger is allowed to produce a flight coupon.

List	three circumstances where an agent may not be paid a commission u	pon sale of a ticket. (3 marks)
State	three considerations a traveller should look into when choosing a tr	avel insurance policy. (3 marks)
	ine three services offered in First Class in an airline.	
	The class if an armic.	(3 marks)
State	four challenges facing the operations of airlines.	(4 marks)
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· · · · · · · · · · · · · · · · · · ·	SECTION B (68 marks)	
	Answer any FOUR questions from this section.	
(a)	Explain six problems that travellers may encounter during a tour o	f Northern Kenya. (9 marks)
(b)	Highlight four requirements that embassies should check before is	ssuing a visa. (8 marks)
(a)	Explain three airport procedures that a passenger should follow up	oon arrival. (9 marks)
(b)	Highlight the factors to consider when planning an itinerary for cli Kenya for the first time.	ents who are visiting (8 marks)
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13.	(a)	Explain the environmental impacts of water transport in tourism.	(9 marks)
	(b)	Highlight four instances where a passenger may be upgraded by the airline.	(8 marks)
14.	(a)	Explain four reasons why a tourist may prefer car hire while at a tourism des	stination. (8 marks)
	(b)	Highlight the information that a customer should give when filling a hotel request form.	servation (9 marks)
15.	(a)	Explain the travel laws and customs that tourists should adhere to when in K	enya. (9 marks)
	(b)	Explain the guidelines of making an insurance claim for a tourist.	(8 marks)
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