

1. (a) There are different types of journeys that a travel agent can book for tourists in international air travel. Explain **five** such journeys. (10 marks)
- (b) As an airline sales agent one of your duties is ticketing. Highlight the steps that you would take to ensure that a potential passenger is issued with a valid ticket. (10 marks)
2. (a) One of the areas of knowledge that a travel agent should have is airfare construction and ticketing. Explain **five** reasons that make this knowledge necessary. (10 marks)
- (b) A travel agency may obtain income from various sources. Explain **five** such sources. (10 marks)
3. (a) There are various benefits that a traveller may derive from acquiring travel services through a travel agency. Highlight **five** such benefits. (10 marks)
- (b) The Travel Information Manual (TIM) is an important reference material for tourists in transit. Highlight the issues addressed in this manual. (10 marks)
4. (a) International Air Transport Association (IATA) was created to foster collaboration between air transport operators. Explain **five** benefits that such an operator may derive from being registered with the Association. (10 marks)
- (b) Otieno, a graduate in Diploma in Tourism Management intends to set up a travel consulting firm. Highlight **five** qualities that he should possess in order to run such a firm effectively. (10 marks)
5. (a) The International Civil Aviation Organization (ICAO) is mandated to regulate international air transport. Highlight **four** objectives of this organization. (8 marks)
- (b) Kamene, a travel agent, is scheduled to meet a potential client. Highlight the steps that she should follow to ensure that she makes a sale to the client. (12 marks)
6. (a) Universal Federation of Travel Agents Association (UFTAA) has been the umbrella organization for travel intermediaries in the past. Highlight **five** benefits that could be associated with membership to this association. (10 marks)
- (b) Outline the procedure that an airline check-in agent should follow in facilitating the check-in by his tourist client at an international airport. (10 marks)
7. (a) Highlight **four** benefits associated with the Global Distribution System (GDS) in the air travel industry. (8 marks)
- (b) Baggage is an important component of IATA conditions of carriage. Highlight the important issues that are addressed under this section. (12 marks)