

2912/207  
TRAVEL AGENCY  
November 2018  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN TOURISM MANAGEMENT

MODULE II

TRAVEL AGENCY

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SEVEN questions.*

*Answer any FIVE questions in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

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

1. (a) Describe **five** roles of a travel agent in the tourism industry. (10 marks)
- (b) Explain the freedoms of air governing international air transport. (10 marks)
2. (a) Explain the sources of income in a travel agency business. (10 marks)
- (b) Outline **five** front office activities in a travel agency. (10 marks)
3. (a) Outline the contents of the official Airline Guide. (10 marks)
- (b) Explain **five** onboard services in a passenger carrier. (10 marks)
4. (a) Outline **five** activities involved in check-in procedures at an airport. (10 marks)
- (b) Explain **five** factors to be considered when hiring a private car. (10 marks)
5. (a) Describe **five** types of dangerous goods prohibited in passenger air transport. (10 marks)
- (b) Explain **five** factors used in differentiating journeys in air travel. (10 marks)
6. (a) Outline **five** items of information found on an International Air Transport Association (IATA) airline ticket. (10 marks)
- (b) Explain **five** factors to consider when handling baggage. (10 marks)
7. (a) Explain **five** benefits of the Billing Settlement Plan to travel agents. (10 marks)
- (b) Outline **five** activities involved in air-fare construction. (10 marks)

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