



MURANG'A UNIVERSITY OF TECHNOLOGY
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT
DEPARTMENT OF HOSPITALITY, TRAVEL AND TOURISM

TVET EXAMINATION

2023/2024 ACADEMIC YEAR

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY MANAGEMENT**

TO – OS-TM-CR-02-6 – TRAVEL PACKAGES DEVELOPMENT

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Explain the following terms as used in air travel
 - i. Boarding pass (2 marks)
 - ii. No show (2 marks)
- b) Differentiate between first class and business class. (4 marks)
- c) Mention four hotels located in Masai Mara National Reserve. (4 marks)
- d) State any four attractions in Nairobi. (4 marks)
- e) List any four activities that tourists can conduct in coast. (4 marks)
- f) Identify four IATA regulations. (4 marks)
- g) State any customer contact methods. (4 marks)
- h) State any four members of the big five animals. (4 marks)
- i) Outline four world geography features. (4 marks)
- j) State four benefits of tourism. (4 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain five key customer information required before booking a tour and why each information is important. (10 marks)
- b) Explain five critical components of a contract. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five types of itinerates. (10 marks)
- b) Analyse five legal aspects of tourism in Kenya. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain five travel formalities in tourism. (10 marks)
- b) Evaluate five ways of customer contact establishment. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain five elements of a valid contract. (10 marks)
- b) Analyse five travel supplier's product. (10 marks)