

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/08/5/A

PARTICIPATE IN TRAVEL OFFICE OPERATIONS

July/August 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

- i. This paper has **Three** sections **A, B** and **C**.
- ii. Attempt questions in each section as per instructions given in the section.
- iii. You are provided with a separate answer booklet.
- iv. Marks for each question are indicated in the brackets.
- v. Do not write on the question paper

This paper consists of Eight (8) printed pages

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

SECTION A (20MARKS)

Attempt all Questions in this section.

1. Which of the following is an advantage of adopting an open office layout in a tour firm?
(1mark)
 - A. Privacy is assured
 - B. Limited communication
 - C. Supervision is challenging
 - D. Enhances share of resources

2. The Acronym IATA stands for.....(1mark)
 - A. Internal Air Transport Affairs
 - B. India Air Transport Association
 - C. Inter-Regional Air Transport Association.
 - D. International Air Transport Association

3. The following factors will be least considered in determining the size of a tour office in a tour firm.
(1mark)
 - A. Length of operations
 - B. Investments in machinery.
 - C. Administrative expenditure.
 - D. Size of similar work spaces.

4. Which of the following factors should you consider when allocating tasks in your travel office?
(1mark)
 - A. Availability
 - B. Cost
 - C. Capability
 - D. Relationship