

101505T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TM/CR/04/6/A

MANAGE TRAVEL SERVICE DELIVERY

Nov /Dec 2023



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

WRITTEN ASSESSMENT

Time 3 hours

INSTRUCTIONS

1. You have **Three** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. You will be provided with a separate answer booklet
4. This paper consists of **TWO** sections: **A** and **B**.

This paper contains 3 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: (40 MARKS)

Answer all the questions in this section:

1. A walk-in Customer has visited your Travel Company. He has won the American Green Card Lottery and wishes to get some advice on the various documents that he would require for his travel to the United States of America. Highlight THREE types of Travel documents that he would require. (3marks)
2. Responding to client inquiries appropriately is crucial in maintaining good customer relations. Outline FIVE steps on how you would respond to client inquiries effectively. (5marks)
3. State FOUR ways in which you can contact suppliers for availability of services. (4marks)
4. As a professional Travel Consultant, it is important to remember that reservation documents help both the customer and service provider to ensure the reservation details are accurate and that the services are available as requested. Outline FOUR types of reservation documents. (4marks)
5. Highlight THREE methods that a customer can use to pay for services at the Airport (3marks)
6. The Travel industry is susceptible to various contingencies and unexpected events that can disrupt travel plans.
 - a) Identify FIVE common contingencies that occur in the Travel industry. (5marks)
 - b) Outline FIVE measures that travel consultants can employ to manage these unexpected occurrences. (5marks)
7. List THREE types of Travel accounting documents found in a Travel Agent's office. (3marks)
8. Highlight THREE elements covered in travel package information. (3marks)
9. State THREE reasons why you should have travel reports in your Travel Company. (3marks)
10. Travel consultants are always involved in the signing of travel contracts. Highlight TWO elements of a contract. (2marks)

SECTION B: (60MARKS)

Answer any THREE questions in this section:

11. a) Explain FIVE arrival procedures that a visitor will undergo on arrival at Jomo Kenyatta International Airport Nairobi- Kenya (10marks)
- b) Describe FIVE positive impacts of technology on Arrival procedures at the Airport. (10marks)
12. a). A Travel Operator can only survive and keep the business running if he or she can measure the level of satisfaction among his clients. This can only be achieved through obtaining feedback from clients. Describe FIVE mechanisms you can use to obtain feedback from your clients. (10marks)
- b) . Explain FIVE benefits for obtaining feedback in your Travel Company. (10marks)
13. a). Travel contracts exist among various players in the Travel industry such as Travel agencies, Tour operators, and Hotels. Highlight TWO types of contracts that are found in a travel and tour company.
- b). Analyze FOUR specific terms and conditions outlined in a Travel Contract. (8marks)
- c). Assess FIVE importance of travel contracts in protecting the interests of both the traveler - and Travel agent. (10marks)
14. a) Travel field staff play a crucial role in providing memorable and enriching travel experiences to customers. Highlight FIVE key responsibilities of Travel field staff. (10marks)
- b). Outline FIVE attributes of a qualified Travel field staff. (10marks)
15. a) Explain FIVE key components that should be included during a Travel Field staff briefing. (10marks)
- b). Describe FIVE ways of calming down an angry customer over the phone. (10 Marks)