



ALUPE UNIVERSITY COLLEGE
Bastion of Knowledge

P.O.Box 845-50400 Busia(K)
principal@auc.ac.ke
Tel: +254 741 217 185
+254 736 044 469
off Busia-Molaba road

**OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, STUDENT AFFAIRS AND RESEARCH**

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATION

**FOR THE DEGREE OF BACHELOR
OF SCIENCE (HOTEL&HOSPITALITY)
SCHOOL: BUSINESS, ECONOMICS &
HUMAN RESOURCE DEVELOPMENT
COURSE CODE: STH 113
COURSE TITLE: INTRODUCTION TO TRAVEL &
TOURS OPERATIONS**

DATE: 15th December, 2017 TIME: 2.00pm-5.00pm

INSTRUCTION TO CANDIDATES: SEE INSIDE

THIS PAPER CONSISTS OF 20 PRINTED PAGES

For examiner's Use Only

Question	I.E	E.E
CAT		
EXAM		
TOTAL		

PLEASE TURN OVER

Insert the numbers of the questions you have answered in the order done

--	--	--	--	--	--	--	--	--	--	--	--

Student Admission No.....Exam Card No.....Signature.....

INSTRUCTIONS TO CANDIDATES

1. Write your **Admission Number, Exam Card Number** and **Sign** in the spaces provided at the bottom of each page of the Examination Booklet. **DO NOT** write your name anywhere in this booklet.
2. Write on both sides of the pages.
3. All rough work must be done in the Answer sheets and crossed through.
4. If supplementary pages are used, they must be fastened all together at the end of this Booklet. Supplementary pages should be used only after all the leaves in the booklet have been exhausted.
5. It is a serious examination offence to cheat or to have unauthorized materials including **MOBILE PHONES** (whether on or off) in the examination venue.
6. In no circumstances must Answer Booklet used or unused, be removed from the examination room by a candidate.
7. The Booklet is for **Examination use only** in a designated examination room. Unauthorized possession of the Answer sheets by a student or any other person constitutes an examination irregularity calling for stiff disciplinary action.
8. Do not pluck any page from this Booklet. Any extra/unused answer sheets should be returned to the **Examination Office**.
9. Candidates who come to examination room 30 minutes late will not be allowed to sit for the exam.
10. Candidates will not be allowed to leave the exam room once the exam commences.
11. Candidates are advised that importance is attached by examiners to accuracy and clarity of expression.
12. Committing any form of irregularity is prohibited and shall attract severe disciplinary action in accordance with Alupe University College Examination Regulations.

Student Admission No.....Exam Card No.....Signature.....



INSTRUCTIONS TO CANDIDATES
ANSWER QUESTION ONE FROM SECTION A AND ANY OTHER TWO (2)
QUESTIONS FROM SECTION B

SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION

ALL QUESTIONS CARRY EQUAL MARKS (30MARKS)

1A. Define the following terms

(10marks)

- i) Tours
- ii) Travel
- iii) Travel agency
- iv) International Travel Agency
- v) Organization travel agency

B. Differentiate between the following

(10marks)

- i. Travel agent and tour operator
- ii. Proprietorship owner and Partnership owner
- iii. Inbound tourism and out bound tourism
- iv. Domestic tourism and international tourism
- v. Travel aggregators and tour operators

C. Identify and discuss the factors that have opened up to the commercial travel agencies in recent years

(10marks)

Student Admission No.....Exam Card No.....Signature.....

SECTION B

ANSWER ANY TWO QUESTIONS FROM THIS SECTION. (40MARKS)

2. Outline and discuss the role of travel agency in a retail business environment. (20marks)
3. Elaborate on the history of travel agency business of the world. (20marks)
4. Explain the procedure of approval of a travel agency by ministry of tourism. (20marks)
5. Discuss (5) points to consider when starting a tour operator business. (20 marks)

Student Admission No.....Exam Card No.....Signature.....