



EAST AFRICAN SCHOOL OF AVIATION EXAMINATION

CAT

IATA/SAFETY SECTION

SUBJECT: TOUR PACKAGES

STREAM: TTF NO: 13

Duration: 2 Hrs

DAY/DATE: Fridays: 15/02/2013

TIME: 11.00 – 12 Noon

INSTRUCTIONS TO CANDIDATE:

1. *This paper consists of SIX (6) printed pages*
2. *Answer ALL the questions.*
3. *Possible marks 30/30.*

1. A seven –day tour of Ireland includes: roundtrip air transportation from Los Angeles: a tour coordinator; transfers; six nights in first- class accommodations; live full breakfast and dinners: a welcome drink at the Dublin hotel; and motor coach from Dublin to Kildare, Limerick, Shannon and Waterford. What type of tour is this?
 - A. Custom-Designed
 - B. Hosted
 - C. Independent
 - D. Escorted

2. In a Hawaii tour product, which of the following is considered a tour "module"?
 - A. Roundtrip air transportation from Vancouver
 - B. Vegetarian meals at restaurants in Maui and Oahu
 - C. Hotel accommodation with wheelchair access on the island of Kauai
 - D. A two-day visit to active volcanoes on the big island of Hawaii

3. Escorted tours generally focus on one destination:
 - A. True
 - B. False

4. Most tour prices are provided as per person, double occupancy rate.
 - A. True
 - B. False

5. Volume discounts are generally not available to tour organizers of;
 - A. Custom designed tours
 - B. Hosted tours
 - C. Escorted tours
 - D. Independent tours

6. A tour offers the European plan participants receive all there daily meals as part of their tour package.
 - A. True
 - B. False

7. A fly drive tour allows travelers to visit multiple destinations and includes air transport, car rental and lodging:
 - A. True
 - B. False

8. Typically, once a tour has been confirmed, any cancellation before that date will incur a penalty.
 - A. True
 - B. False

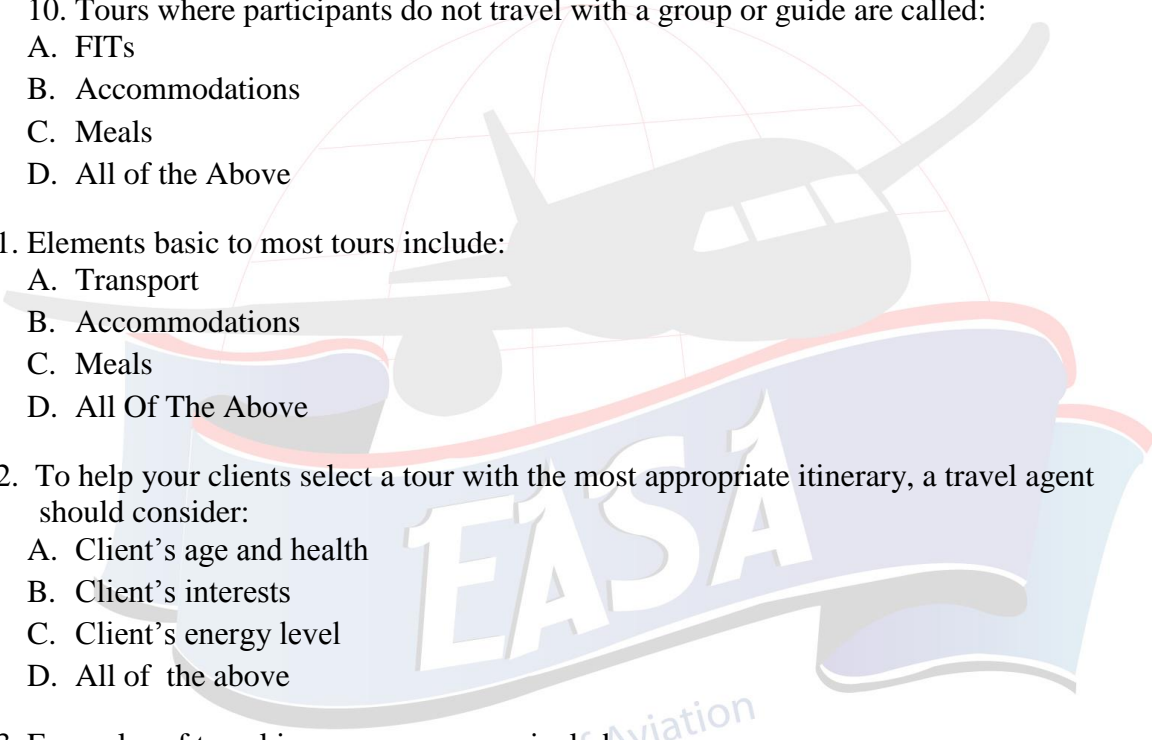
 9. Your tour brochure checklist should cover the following:
 - A. Cost, itinerary and group size
 - B. Pace, terminology and single supplement
 - C. Consumer protection, conditions and questions
 - D. All of the above

 10. Tours where participants do not travel with a group or guide are called:
 - A. FITs
 - B. Accommodations
 - C. Meals
 - D. All of the Above

 11. Elements basic to most tours include:
 - A. Transport
 - B. Accommodations
 - C. Meals
 - D. All Of The Above

 12. To help your clients select a tour with the most appropriate itinerary, a travel agent should consider:
 - A. Client's age and health
 - B. Client's interests
 - C. Client's energy level
 - D. All of the above

 13. Examples of travel insurance coverage include:
 - A. Trip cancellation and interruption
 - B. Emergency medical expense
 - C. Accidental expense
 - D. All of the above

 14. Examples of items frequently excluded tour operators from the tour price are:
 - A. Customs and immigration fees
 - B. The cost of the accommodations
 - C. Sightseeing
 - D. Transportation
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15. Your tour brochure is best used as:
 - A. an advertising tool
 - B. a sales tool
 - C. both an advertising and a sales tool
 - D. neither an advertising nor a sales tool

16. In case of cancellation of the tour reservation by the client, the size of the penalty depends on:
 - A. Duration of the tour
 - B. Cost of the tour
 - C. How close the cancellation is to the departure date
 - D. None of the above

17. Penalties or cancellation of the tour probably will result if:
 - A. Timely payment of deposit is not made
 - B. Final payment deadline has passed
 - C. Both A and B
 - D. None of me above

18. "Get a name, get a number and get it in writing refers to:
 - A. Every time you make a tour booking
 - B. Every time you order a tour brochure
 - C. Every time you send a fax
 - D. None of the above

19. Covering the key elements in a tour brochure with a client and marking them with a highlighter are important because:
 - A. Most clients won't read the detailed provision of the brochure
 - B. you may get sued if you do not
 - C. the tour operators require it
 - D. all of the above

20. Typically once a tour has been confirmed, any cancellation before that date will incur a penalty.
 - A. True
 - B. False

21. A meal plan where tour participants receive only a light breakfast daily is known as:
 - A. American plan
 - B. Continental plan
 - C. European plan
 - D. Modified American plan

22. The history of modern tours can be traced to the 1840s and a British individual named:
- A. Adam Smith`
 - B. Thomas Cook
 - C. John Barnes
 - D. Maynard Keynes
23. The cost of pre-tour transport is included in the base price of the tour and is the same for all tour participants.
- A. True
 - B. False
24. An essential function of an organized and effective travel professional is:
- A. Keeping track of administrative details of tour bookings
 - B. Keeping track of financial details of tour bookings
 - C. Both A and B
 - D. Neither A nor B
25. Unless a tour brochure clearly states that a feature is included, it safest to assume that the feature is:
- A. Included
 - B. Not included
 - C. Can be purchased for normal fee
 - D. None of the above
26. Tour cancellation insurance is:
- A. Very expensive and recommended only if the client foresees the possibility of using it
 - B. Recommended to avoid the substantial penalties incurred if the client cancels the tour
 - C. Is covered in the base price of the tour package
 - D. None of the above
27. A custom-designed tour is commonly referred to as a(n):
- A. FIT
 - B. Hosted tour
 - C. IT
 - D. Escorted tour
28. Description of the itinerary will help customers understanding the tours
- A. Surcharges
 - B. Size
 - C. Conditions
 - D. Price

29. Tour operators reserve the right to cancel a tour prior to departure and might do so on account of
- A. severe weather
 - B. political instability on the tour itinerary
 - C. too small a group to operate the tour profitably
 - D. all of the above
30. For tour reservations the single supplement is _____
- A. An extra charge collected when only one person reserved a tour package
 - B. The additional charge for reserving a single bed in a hotel room
 - C. The tax charged for a single hotel room reservation included in a tour
 - D. A charge applicable when one extra meal is offered with the tour product

