



**FACULTY OF HOSPITALITY & TOURISM
SCHOOL OF TOURISM**

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **TOU1523 – Transportation for Tourism**
 Trimester & Year : January – April 2019
 Lecturer/Examiner : Ch'ng Chor Ban
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **TWO (2) parts**:
PART A (60 marks) : SIX (6) Structured-type questions. Please answer all questions.
PART B (40 marks) : TWO (2) Essays question.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are **NOT** allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Part A : SHORT ANSWER QUESTIONS. (60 MARKS)
Instruction(s) : Answer ALL questions in the answer booklet provided

1. Identify **FIVE (5)** major trends in transport and tourism. (10 marks)

2. Identify and describe **FIVE (5)** types of cruise. (10 marks)

3. To remain efficient and cost effective, major airlines have adopted a 'hub and spoke' system. Explain the 'hub and spoke' system. (10 marks)

4. Explain **FIVE (5)** benefits of having an extensive rail network in the tourism sector? (10 marks)

5. Compare the similarities between air transport and water transport? (10 marks)

6. Discuss **FIVE (5)** safety and security initiatives in transportation. (10 marks)

-End of Part A-

Part B : ESSAY QUESTION (40 MARKS).

Instruction(s) : Answer the questions in the answer booklet provided

QUESTION 1

Flights can change for any number of reasons, including cancellations, delays and diversions. These can be disruptive to your plans, which is why we require airlines to inform you about any changes as soon as they happen. This should be mentioned in the terms and conditions on your ticket.

In fact, airlines operating in Malaysia have a responsibility to take all reasonable steps to promptly contact you when your flight changes. If you believe sufficient effort was not taken to contact you about a flight change, you should take up the matter with the operating airline before contacting Malaysian Aviation Commission (MAVCOM).

Scenario

Joseph booked a flight to Australia for a vacation. Two weeks before his flight, ABC Airline sent an email to Joseph informing him that the flight has been re-scheduled. He was given an option to travel 2 days later or to obtain a full refund. Joseph wants to proceed with his vacation but is upset that his payment for the 2 days ground arrangement is now wasted.

Outline the potential courses of action for Joseph in managing this situation. (20 marks)

QUESTION 2

You may one day find yourself being denied boarding on your flight – perhaps because the flight is overbooked or due to other operational issues. This can seriously affect your travel plans.

Scenario

Angustine, having valid travel documents arrived at the airport 3 hours before the scheduled time of departure of his flight. However, he was denied boarding due to overbooking by the airline.

Discuss Angustine's entitlement to compensation in relation to the situation above. (20 marks)

-THE END-