



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

**RESIT EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **TOU1523 – Transportation for Tourism**  
 Trimester & Year : September – December 2022  
 Lecturer/Examiner : Gobein  
 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.

**Total Number of pages = 4 (Including the cover page)**

**Part A** : **SHORT ANSWER QUESTIONS. (60 MARKS)**  
**Instruction(s)** : **Answer ALL the structured-type questions.**

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1. Describe **FIVE (5)** ways in which innovation in transport development has affected tourism. (10 marks)
2. Describe **FIVE (5)** advantages of Air Transportation. (10 marks)
3. Identify **TWO (2)** network concepts used in air transportation and highlight their differences. (10 marks)
4. Train travel is a unique tourism product. Compare **FIVE (5)** differences between the European and Malaysian Rail Services. (10 marks)
5. Malaysian Aviation Commission (MAVCOM) stands up for rights as a consumer. To help them best address your feedbacks, they may ask you to provide them with a history of your complaint. List and describe **FIVE (5)** steps to lodge a feedback. (10 marks)
6. Space tourism is no more a dream. Trip to space and moon will become frequent very soon. Identify and explain **FIVE (5)** positive consequences toward the environment. (10 marks)

**-End of Part A-**

**Part B** : **ESSAY QUESTION (40 MARKS).**  
**Instruction(s)** : **Answer ALL (both) TWO essay questions.**

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### **QUESTION 1**

If your flight is delayed or cancelled, your airline will most likely need to provide you with compensation to help you get your travel plans back on track.

#### Scenario A

Ali purchased two separate tickets from Penang to Kuala Lumpur from ABC Airline and Kuala Lumpur to Singapore from XYZ Airline. His flight with ABC airline was delayed for 8 hours. Due to this delay, Ali missed his connecting flight with XYZ Airline to Singapore.

Outline Ali's entitlement to compensation and care for his missed connecting flight to Singapore?

(12 marks)

#### Scenario B

Hani holds a single ticket from Penang to London with a transit in Kuala Lumpur with ABC Airline. Her flight from Penang to Kuala Lumpur was delayed for 3 hours. As a result of that, she would miss her connecting flight to London.

Outline Hani's entitlement in relation to the scenario above?

(8 marks)

### **QUESTION 2**

Travellers have an expectation to receive their bags as soon as they land. If your baggage does not arrive on the same flight as you, or is lost or damaged during the flight, you may be entitled to compensation for the inconvenience caused.

#### Scenario A

Lopez did not purchase any travel insurance when she made a booking with ABC Airline to fly to Kota Kinabalu. Upon her arrival in Kota Kinabalu, she realised that her baggage did not arrive and she lodged a report with ABC Airline at the airport.

Outline the options available to Lopez in relation to her entitlement for compensation from ABC Airline?

(12 marks)

Scenario B

Eunice found her baggage cracked upon arrival in Kuching. She lodged a report before leaving the airport.

Outline Eunice's entitlement in relation to the scenario above?

(8 marks)

**-THE END-**