SECTION A: 20 MARKAH
BAHAGIAN A: 20 MARKAH

INSTRUCTION:
This section consists of **TWENTY (20)** objective questions. Mark your answers in the OMR form provided.

ARAHAN:
*Bahagian ini mengandungi **DUA PULUH (20)** soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

SECTION B: 30 MARKS
BAHAGIAN B: 30 MARKAH

INSTRUCTION:
This section consists of **THREE (3)** structured questions. Answer **ALL** questions.

ARAHAN:
*Bahagian ini mengandungi **TIGA (3)** soalan berstruktur. Jawab **SEMUA** soalan.*

QUESTION 1
SOALAN 1

CLO 1
C1

(a) Identify and describe **FIVE (5)** types of travel agency.

*Kenalpasti dan huraikan **LIMA (5)** jenis agensi pelancongan.*

[10 marks]

[*10 markah*]

CLO 1
C2

(b) Explain **FIVE (5)** functions of a tour operator and tour leader.

*Terangkan **LIMA (5)** fungsi operator pelancongan dan ketua rombongan pelancongan.*

[10 marks]

[*10 markah*]

QUESTION 2

SOALAN 2

CLO1
C1

(a) List **TEN (10)** services that are offered by a travel agency.

*Senaraikan **SEPULUH (10)** perkhidmatan yang ditawarkan oleh agensi pelancongan.*

[10 marks]

[*10 markah*]

CLO1
C2

(b) Explain **FIVE (5)** criteria in selecting an appropriate name for a travel agency.

*Bincangkan **LIMA (5)** kriteria dalam memilih nama yang bersesuaian untuk agensi pelancongan.*

[10 marks]

[*10 markah*]

QUESTION 3

SOALAN 3

CLO2
C1

(a) List **FIVE (5)** types of food and beverages outlets.

   *Senaraikan **LIMA** (5) jenis kedai makanan dan minuman.*

[5 marks]

[*5 markah*]

CLO2
C2

(b) Describe **TWO (2)** types of accommodation with example.

   *Jelaskan **DUA** (2) jenis penginapan beserta contoh.*

[5 marks]

[*5 markah*]

CLO2
C3

(c) Zhafran has to create a package for honeymoon couple. Explain **FIVE (5)** characteristics of selecting accommodation for this client with example.

   *Zhafran dikehendaki membuat pakej untuk pasangan berbulan madu. Terangkan **LIMA** (5) ciri memilih penginapan untuk pelanggan ini beserta contoh.*

[10 marks]

[*10 markah*]

SECTION C: 20 MARKS
BAHAGIAN C: 20 MARKAH

INSTRUCTION:
This section consists of **TWO (2)** structured questions. Answer **ONE (1)** question only.

ARAHAN:
Bahagian ini mengandungi DUA (2) soalan berstruktur. Jawab SATU (1) soalan sahaja.

QUESTION 1
SOALAN 1

CLO1
C1

(a) List **FIVE (5)** players of tourism industry.

    Senaraikan LIMA (5) penggiat industri pelancongan

[5 marks]

[*5 markah*]

CLO1
C2

(a) Explain **THREE (3)** objectives of domestic regulatory organization below:

    Terangkan TIGA (3) objektif organisasi kawal selia domestik di bawah:

        i.   Malaysia Association Hotel (MAH)

            Persatuan Hotel Malaysia

        ii.   Malaysian Association of Tour and Travel Agents (MATTA)

            Persatuan Pelancongan dan Pengembaraan Malaysia (MATTA)

        iii.   Tourism Malaysia

            Pelancongan Malaysia

[15 marks]

[*15 markah*]

QUESTION 2

SOALAN 2

CLO 2
C1

(a) States 3 advantages and 2 disadvantages of:

   Kenalpasti 3 kebaikan dan 2 keburukan:

   i.   Air transportation */ Pengangkutan udara*

[5 marks]

[*5 markah*]

   ii.   Rail transportation */ Pengangkutan Rel*

[5 marks]

[*5 markah*]

CLO 2
C3

(b)

Heritage Attractions	Commercial attractions	Live entertainment
♣ Museum and Historical sites ♣ Zoos and aquariums ♣ Parks and preserves	♣ Amusement and theme parks ♣ Gaming ♣ Shopping	♣ Sporting activities ♣ The performing arts ♣ Fairs, festivals and events

Table 2/ Jadual 2

Based on Table 2 above, explain **FIVE (5)** types of attraction in Malaysia with examples:

*Berdasarkan Jadual 2 di atas, terangkan **LIMA (5)** jenis tarikan lain di Malaysia beserta contoh:*

[10 marks]

[*10 markah*]

SOALAN TAMAT