

**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: 60 MARKS****BAHAGIAN B: 60 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

(b) 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
<ul style="list-style-type: none"> <li>✚ Museum and Historical sites</li> <li>✚ Zoos and aquariums</li> <li>✚ Parks and preserves</li> </ul>	<ul style="list-style-type: none"> <li>✚ Amusement and theme parks</li> <li>✚ Gaming</li> <li>✚ Shopping</li> </ul>	<ul style="list-style-type: none"> <li>✚ Sporting activities</li> <li>✚ The performing arts</li> <li>✚ Fairs, festivals and events</li> </ul>

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**