



**MACHAKOS UNIVERSITY**  
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT  
DEPARTMENT OF HOSPITALITY MANAGEMENT  
SEMESTER II SUPPLEMENTARY EXAMINATION ACADEMIC YEAR 2018/2019  
**Unit Code: BTM 377** **Unit Title: AIR FARES AND TICKETING**

**INSTRUCTIONS:** Answer question ONE and ANY other TWO questions

**PART A (30marks)**

**QUESTION ONE**

- a) Explain what Air consignment note is (1mk)
- b) List and Explain any three important main articles of Chicago Convention as used in Air transport. (3mks)
- c) List and explain the five classification categories of Airports (5mks)
- d) Explain these terminologies as used in Air fares and Ticketing:
  - a) Gate (1mk)
  - b) Jet Bridge (1mk)
  - c) Boarding (1mk)
  - d) Pier (1mk)
  - e) Class of Service (1mk)
- e) Differentiate between Scheduled and Non Scheduled flights (2mks)
- f) Explain the criteria by which air fares are determined (10mks)
- g) Using examples and illustrations explain the concept of Open Jaw Fare (4mks)

**PART B (40marks)**

**QUESTION TWO**

- a) Using illustrations describe Open jaw (3mks)
- b) Explain three objectives of IATA (3mks)
- c) Describe the difference between the following
  - i. First Class ticket and Economy Class ticket (2mks)
  - ii. Coach ticket and Open ticket (2mks)
  - iii. Conjunctive Tickets and Ticketless Travel (2mks)
- d) Describe the FOUR Types of Special Fares (8mks)

**QUESTION THREE**

- a) Describe any TEN air ticket margins (10mks)
- b) Explain the steps followed to Construct Unpublished Fares (6mks)
- c) Explain the process of combining two or more local currency fares into the currency of the country of origin (4mks)

**QUESTION FOUR**

- a) Explain the role of KATO in Kenya (10mks)
- b) Discuss the role of International Commission for Air Navigation (ICAO) (10mks)