



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN
HOSPITALITY AND TOURISM MANAGEMENT

BTM 377: AIR FARES AND TICKETING

DATE: 25/7/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE

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

QUESTION TWO

- a) Using illustrations describe Open jaw (3 marks)
- b) Explain three objectives of IATA (3 marks)
- c) Describe the difference between the following

- i. First Class ticket and Economy Class ticket (2 marks)
- ii. Coach ticket and Open ticket (2 marks)
- iii. Conjunctive Tickets and Ticketless Travel (2 marks)
- d) Describe the FOUR Types of Special Fares (8 marks)

QUESTION THREE

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- b) Explain the steps followed to Construct Unpublished Fares (6 marks)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

QUESTION FOUR

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