



# MACHAKOS UNIVERSITY

University Examinations 2018/2019

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**  
**DEPARTMENT OF HOSPITALITY MANAGEMENT**  
**SECOND YEAR SPECIAL/SUPPLEMENTARY FOR**  
**DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**  
**DTM 032: AIRFARE AND TICKETING**

**DATE: 25/7/2019**

**TIME: 8.30-10.30 AM**

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## **INSTRUCTIONS**

**Answer Question One and Any Other Two Questions**

1. a) Define the following terms as used in Airfare and Ticketing. (10 marks)
  - i. Flight manifest
  - ii. Connecting flight
  - iii. Baggage
  - iv. Boarding pass
  - v. Airfare.
- b) State five reasons when Visa can be denied. (5 marks)
- c) Name five general rules regarding the validity of a Passport (5 marks)
- d) Identify the country code, local currencies name and currency code used by the following countries. (6 marks)
  - i. United Kingdom
  - ii. Saudi Arabia
  - iii. Brazil
  - iv. South Africa
  - v. Uganda

- e) State four general health rules that a traveler must observe while travelling (4 marks)
2. Explain five instances when the validity of a visa can be extended (20 marks)
3. a) In an effort to increase security in the area of international air travel, many countries have instituted an Advanced Passenger Information System (APIS) state the information that will be collected from a passenger travelling to United States under this system. (10 marks)
- b) Give meaning to the following Airline Coded messages. (10 marks)
- i. *PLS DAPO TO KK WL THNK AGT ER.*
  - ii. *I PAX REQ FRAN CONX FLT.*
  - iii. *PLS ADV ALTRN STRV.*
  - iv. *INF PSGR NTBA.*
  - v. *ITIN CANX DUE TO PSGR NOSH.*
4. a) You are the sales representative of KQ, a renown local Celebrity wants to travel to Nigeria. Explain to he/ him the services available to first class passenger during flight. (10 marks)
- b) Official Airline Guide (OAG) publishes timetables in online and paper based format concerning flight schedules .Discuss five details found in OAG flight schedules. (10 marks)
5. a) Define the term journey (1 mark)
- b) Describe the three types of Air journey that return to the country of origin. (9 marks)
- c) Analyze the procedure followed when constructing point to point Air Fare. (10 marks)