



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BTM 377-3: AIRFARES AND TICKETING IN HOSPITALITY AND TOURSIM

DATE: 12/8/2021

TIME: 8.30-10.30 AM

INSTRUCTIONS:

Answer question one and any two in section B

SECTION A: ANSWER QUESTION ONE (30 marks)

QUESTION ONE (30 MARKS)

- a) Complete the table below by identifying the IATA global indicator, the through way and the Traffic conference areas (10 marks)

ROUTING	GI	AREA	AREA	VIA
CAI –AMS-BOS				
KHI-KWI-NYC				
BUE-LAX-BKK				
BOG-SFO-MNL				
SIN-SFO-NYC-DUB				

- b) Refer to the following Journey sample and answer the questions that follow. DEL-KUL surface sector SIN –BOM
- Identify the Journey type (1 mark)
 - State the COC (1 mark)
 - By use of diagram illustrate the Journey, clearly indicating the outbound and inbound segments of the Journey (6 marks)
 - State Four characteristics of the named Journey (4 marks)
- c) i. Identify the predominant carrier in the following one way Journey (1 mark)

FJ 911Y 10AUG 3 SYD NAN HK1 0615 1210

NZ 8F 17AUG 3 NAN HNL HK1 1400 2225

- ii. Convert the following Local Currency Fare into NUC (3 marks)

NBO CPT C KES 46000.00

IROE is 102.84

- iii. Identify COC (1 mark)

- iv. Identify the Country of Final destination and state their Currency name and code (3 marks)

QUESTION TWO (20 MARKS)

- a) Explain the basic steps to be followed in order to calculate fare for direct routes or from point to point routing (12 marks)
- b) Name 8 items classified as dangerous goods By IATA (8 marks)

QUESTION THREE (20 MARKS)

- a) Following step by step Fare calculation formula for direct routing, Use the fare calculation Box below and construct the LCF payable by the passenger on the following OW Journey (10 marks)

Fare Calculation CPT SA CAI 3215.58 NUC3215.58END ROE 9.533450

- b) Explain five advantages of Electronic Ticket (10marks)

QUESTION FOUR (20 MARKS)

- a) Define the following Airline participants in the Electronic Ticket Process (6 marks)
- i. Validating carrier
 - ii. Marketing Carrier
 - iii. Operating Carrier
- b) Name Four documents that an Airline passenger would use as a proof of Identity (4 marks)
- c) Describe five Characteristics of Bereavement Fares (10 marks)

QUESTION FIVE (20 MARKS)

- a) Describe the following Coupon Status Indicator codes (12 marks)
- | | | | | | | |
|---------|-------|--------|-------|--------|-------|--------|
| i) A | ii) C | iii) E | iv) F | v) L | vi) O | vii) P |
| viii) R | ix) U | x) V | xi) X | xii) Y | | |
- b) Explain Four Important Dates in BSP (8 marks)