



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

THIRD YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BST 377: AIRFARES AND TICKETING

DATE: 18/12/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A (30 MARKS) (COMPULSORY)

QUESTION ONE (30 MARKS)

- a) Explain the following terms related to fare construction and ticketing. (5 marks)
- | | |
|---------------|-------------------|
| i. Journey | iv. Destination |
| ii. Ticketing | v. Fare component |
| iii. Infant | |
- b) Differentiate between normal fares and special fares, giving examples. (3 marks)
- c) List down two cities in each of the three IATA Traffic Conference Areas, giving the city codes for each of the city listed. (6 marks)
- d) Identify the country in which each of the following cities are found: (4 marks)
- | | |
|--------------|-------------|
| i. Istanbul | iii. Dakar |
| ii. Helsinki | iv. Chennai |
- e) Give the rationale for the wide use of codes in airline industry. (3 marks)

- f) Write down the three-letter codes for each of the cities listed below: (3 marks)
- | | |
|-------------|---------------|
| i. Mombasa | iv. New York |
| ii. Warsaw | v. Casablanca |
| iii. Vienna | vi. Tokyo |

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Describe the various types of international journeys/itineraries. (10 marks)
- b) Explain the difference between miscellaneous charge order (MCO) and Multiple Purpose Document (MPD). (5 marks)
- c) Identify any ten (10) entries in the manual ticket boxes and explain what is to be filled in each of the boxes. (5 marks)

QUESTION THREE (20 MARKS)

- a) Describe five restrictions that may apply on air fares. (5 marks)
- b) Explain what “adds-on” are and state what one must keep in mind when using adds-on on air fare calculations. (10 marks)
- c) Discuss Billing and Settlement Plan (BPS) and its advantages to travel agents. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Briefly describe the six stages in the operation of the Billing and Settlement Plan (BPS) (6 marks)
- b) Describe four main categories of Standard Traffic Documents. (8 marks)
- c) Citing relevant examples, differentiate between Global Indicators and International Sales Indicators (ISI). (6 marks)

QUESTION FIVE (20 MARKS)

- a) Name the components of the validation equipment used by travel agents to validate standard traffic documents. (10 marks)
- b) Plot out the location of the following points on the routings shown. Identify if the routing is one way (OW), round trip (RT) or circle trip (CT) (10 marks)

- i) MO
MIA
CCS

- ii) JNB
RIO
NYC
ROM
NBO

- iii) BNE
TYO
HKG
BKK
TYO
BNE

- iv) NBO
FRA
DFM
LIM
MIA