



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SECOND SEMESTER EXAMINATION FOR
BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM)

BTM377-3: AIR FARES AND TICKETING

DATE: 23/5/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Explain three objectives of IATA (3 marks)
- b) 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)
- c) List and explain the three major types of ticket formats (6 marks)
- d) Group fares are applicable to groups and are discounted by 20 to 40 percent. List and explain the three types of group fares (6 marks)
- e) Explain the THREE economic principles for fare pricing (6 marks)
- f) Using illustrations describe Open jaw (3 marks)

QUESTION TWO (20 MARKS)

- a) Describe the FOUR Types of Special Fares (8 marks)
- b) Provide the identifiers of the following abbreviations as used in ticketing (5 marks)
 - i. AP
 - ii. AB
 - iii. AN
 - iv. PEX
 - i. BB
 - ii. BD

- iii. SS
- iv. UU
- i. OX
- ii. RT

- c) Describe the Billing and Settlement Plan as used in the travel industry and discuss its benefits (7 marks)

QUESTION THREE (20 MARKS)

- 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- b) Explain the steps followed to Construct unpublished Fares (6 marks)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 (20 MARKS)

- a) Explain the role of IATA's Traffic Department (10 marks)
- b) Discuss the role of International Commission for Air Navigation (ICAO) (10 marks)