



# 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**

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## 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   | i. BB   | i. OX  |
| ii. AB  | ii. BD  | ii. RT |
| iii. AN | iii. SS |        |
| iv. PEX | iv. UU  |        |
- 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- b) Explain the steps followed to Construct unpublished Fares (6 marks)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)