

MACHAKOS UNIVERSITY
SCHOOL OF HOSPITALITY AND TOURISM
DEPARTMENT OF HOSPITALITY MANAGEMENT
DIPLOMA IN HOSPITALITY AND TOURISM MANAMENT.

UNIT NAME: AIRFARE AND TICKETING. UNIT CODE: DTM 032. TIME: 2 HOURS.

INSTRUCTIONS ; THIS PAPER CONTAINS FIVE QUESTIONS. QUESTION ONE IS COMPULSORY , ANSWER ANY OTHER TWO QUESTIONS.

1a) 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 a) Explain five instances when the validity of a visa can be extended

. (10 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) *1 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 renowned 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) Analyse the procedure followed when constructing point to point Air Fare. (10 marks)

AIRFARE AND TICKETING MARKING SCHEME

1a)

Check in are formalities undertaken by a passenger at an airport before departure they include. These include checking of passenger documents, allocation of seats, and issue of boarding pass and baggage tags.

ii) Connecting flight: it's a flight that requires the passenger to change aircraft as part of the itinerary

iii) Baggage : personal items carried by a traveler

iv) Boarding pass: it's a card issued during check in in exchange of passenger's electronic ticket, it indicates the class and seat number allocated to the passenger.

v) Billing and settlement Plan (BSP): it's a payment system set up by IATA world wide to process, supervise and regulate payments by travel agents to airlines.

b) BENEFITS OF AVIATION INDUSTRY.

_ Air travel provides access to global markets

- it connects people, cultures and countries

- Offers employment

- generates tax revenues used by governments to improve tourism infrastructure

- offers speed and reliability in long distances

1 * 1 mark max 5 marks

c) Validity of passport

- valid for 5 or 10 years depending on country issuing the document

- valid for all countries unless exceptions are indicated

- A passport that has no room for visas or entry permits is not accepted by immigration authorities and a new one should be acquired.

- check the passport expiry date

- children above 16 yrs are required to have a passport of their own

- A passport remains the property of issuing authority and can be withdrawn at any time.

1*1 max 5 marks

d) Country	country code	currency name	currency code
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i) USA	US	US Dollar	USD
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ii) Argentina	AR	Peso	ARS
iii) Brazil	BR	Real	BRL
iv) South Africa	ZA	RAND	ZAR

1@1.5 max 6 marks

e) Information found in a passport.

- family name
- date of issue
- given names
- date of expiry
- nationality
- observations
- date of birth
- holders signature
- children
- holders photograph
- sex
- place of birth

1 *1 max 4 marks

2a) preventive measures

- Ensure water and drink is safe
- food should be prepared in stringent hygienic conditions
- ensure diet is well balanced
- check for every day health and warning signs

1* 2 max 10 marks

b)health preparations and immunization

ensure you are health before travel

- before you embark get travel insurance
- clients taking particular medication should carry enough supplies and know their generic names inorder to get refills
- ensure you get vaccinations for yellow fever,and measles.
- keep arecord of the date of immunizations incase a booster is required

1* 2 max 10 marks

3a) informations for US

- complete name
- date of birth
- citizenship
- gender
- travel document issuing country
- travel document type
- travel document number and expiry date
- address where visitor will stay

1 *1 max 10 marks

b)I, please do all possible to confirm flights from the waitlist agent ER.

- passeger requests the first available connecting flight
- please advice alternative stopover
- infant passenger name to be advised
- itinerary cancelled due to passenger no show.

1*2 max 10 marks

4)services available to first class passengers during flight

- large seats which incline into beds
- personaliseds cabin service that includes addressing passenger by name
- champagne reception
- better quality food and drink throught flight
- food service in superior quality china ware and silver cutlery instead of plastics
- wide choice of entertainment
- priority when disembarking from the aircraft on arrival

1 * 2 max 10 marks

b)OAG details

--date of departure

-times of operation withi the week

-airline registration number

-departure and arrival time

1*2 max 10 marks

5 a)its complete itinerary

b) types of journeys

-open jaw

-round trip

-circle trip

1*1 max 9 marks

c.special fares

public special fares

-inclusive tour fares

-public group fares

-reduced fares for specific categories of persons

-miscellenious fares

1*2 max 10 marks