



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DTM 032: AIRFARES AND TICKETING

DATE: 3/12/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in Airfares and ticketing. (10 marks)
- i. Airfare
 - ii. IATA
 - iii. Journey
 - iv. Baggage
 - v. TIM
- b) State five advantages of E-ticketing. (5 marks)
- c) Identify the currency name and code used by the following countries (6 marks)
- i. Kenya
 - ii. South Africa
 - iii. Egypt
 - iv. Canada
 - v. Great Britain
 - vi. Brazil
- d) Name four countries found in TC1 (4 marks)
- e) Construct a simple air routing while at TC3 (5 marks)

QUESTION TWO (20 MARKS)

- a) By use of a diagram construct one-way Journey, identifying any stopover and non-stopover point. (12 marks)
- b) Explain four characteristics of one-way journey. (8 marks)

QUESTION THREE (20 MARKS)

- a) Explain five types of published fares offered by airlines. (10 marks)
- b) Describe Five factors that determine air fare prices. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Outline the step by step IATA fare calculation procedure. (10 marks)
- b) Explain four types of service available to first class passengers during flight (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain five types of passports (10 marks)
- b) Discuss five reasons why a Visa can be denied. (10 marks)