



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BTM 373: AIRFARES AND TICKETING

DATE: 13/11/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A: COMPULSORY

QUESTION ONE (30 MARKS)

- a) Name six items classified as dangerous goods by IATA (6 marks)
- b) Indicate the correct global indicator code for each of the routings below. (7 marks)

S/NO	Routing	Global Indicator
1	SIN –BOM- LON	
2	MOW -SIN -HKG	
3	SAO-LAX-AKL	
4	BOG-SFO-MNL	
5	RIO-FRA-BKK	
6	YTO-RIO	
7	SEL-KUL-JNB-SAO	

- c) Name five countries found in South East Asia Sub-Area (SEA) (5 marks)
- d) State four consequences a travel agent will suffer after he/she is declared Default in the BSP (4 marks)
- e) Explain four characteristics of one way journey. (8 marks)

SECTION B: ANSWER ANY OTHER TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Explain Six major benefits travel agents and Airlines enjoy from participating in the IATA BSP. (12 marks)
- b) Complete the table below by identifying the city and, country Name, IATA traffic conference and relevant sub-area. (8 marks)

S/NO	City Code	City Name	Country Name	Traffic Conference Area	Sub-Area
1	PAR				
2	ZHR				
3	JKT				
4	MNL				

QUESTION THREE (20 MARKS)

- a) IATA accredited travel agents must issue an electronic airline tickets. Explain Five benefits of Electronic ticket. (10 marks)
- b) Use the following information in the Fare calculation box, to Calculate the fare payable for the following OW Journey.

CPT SA AMS 2317.28 NUC2317.28END ROE7.422480

(10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe the seven features of A Round Trip Journey. (14 marks)
- b) By use of a diagram, Validate the description given above on features of a round Journey. (6 marks)

QUESTION FIVE (20 MARKS)

- a) Explain three classes of service found in airlines (12 marks)
- b) State Eight data elements in an electronic ticket record. (8 marks)