



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION: BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT	
QUALIFICATION CODE: BTID07	LEVEL: 5
COURSE CODE: TIS520S	COURSE NAME: TOURISM INFORMATION SYSTEMS
SESSION: Nov 2019	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
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MODERATOR:	Dr. Wanjiru Paschalia Muhoho

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including front page)

Question 1

- List the three types of classes that can be found in an aircraft? (3)
- List the four types of special services that can be offered in an aircraft? (3)
- List the two types of airports in Windhoek? (2)
- Identify any two airlines that land at Windhoek International Airport (2)

Question 2

- Discuss the functions of a central reservation system in Air Namibia?
(6 x2=12)

Question 3

- Identify the different type of vehicles that can be rented out to clients at Avis. Provide examples.
(4x2=8)

Question 4

- Critically compare the roles of traditional intermediaries and online travel agents in the travel distribution system.
(7x2=14)

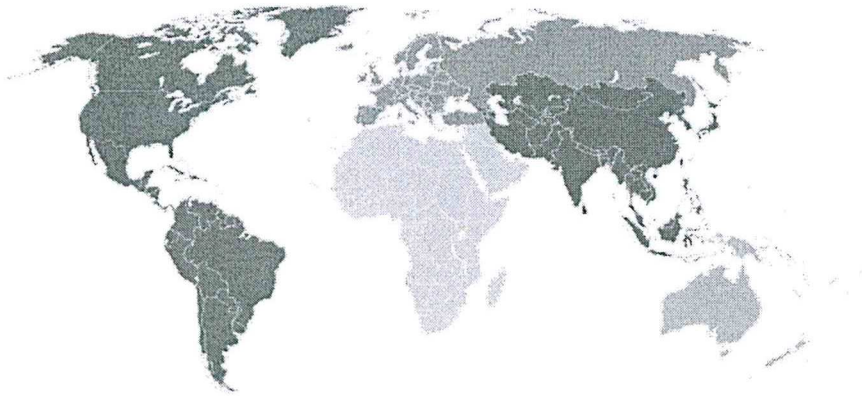
Question 5

A client wants to travel from Windhoek to Frankfurt. She wants a business class and a vegan meal. She is also traveling with a baby and wants to book a baby meal.

- List the codes for the services required by the client (4)
- Identify the airline that she can use to travel from Windhoek to Frankfurt (2)
- How much luggage will she be allowed to take with on the plane? (2)

Question 6

- Study attached map of the world. Divide it into the IATA three areas. Identify and plot each area with the continents on the map
(8)



Question 7

IATA is an international governing body for Airlines and Travel agencies. Discuss briefly the role and responsibilities of IATA in the Tourism Industry (8)

Question 8

Scheduled flights are categorised into six main types, Outline the difference between these flights

(6x2 =12)

Question 9

Discuss the benefits of renting a car at Avis rent a car in Namibia.

(4x2=8)

Question 10

Explain in your own words the following rental terms and conditions for each car rental Company (6x2=12)

- a) Reservations
- b) Car models
- c) Rental extension
- d) Rental collection
- e) Amendments
- f) Cancellations

TOTAL

100 MARKS