



**NAMIBIA 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: Jan 2020	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	Mrs. Petrina Haufiku-Makhubela
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

Write down the GDS codes for the following

(5x2=10)

British Airways

Lufthansa

Air Namibia

Emirates

South African Airways

Question 2

Discuss the functions of a travel agency like Trip Travel in the tourism Industry

(6x2=12)

Question 3

Outline 4 major international global distribution systems used by airlines and Travel agencies.

(4x2=8)

Question 4

4.1) Describe the advantages and disadvantages for the customer making travel arrangements with an online agent.

(5x2=10)

4.2 Describe the advantages and disadvantages for the customer making travel arrangements with a truly independent travel agency.

(5x2=10)

Question 5

Discuss the skills required by travel consultant to work in a travel industry

(6 x 2=12)

Question 6

- 6.1) How many letters can be used to denote service classes (2)
- 6.2) How many different codes can represent business class (2)
- 6.3) What is the difference between a non-stop and direct flight? What numbers are used to denote non-stop and direct (4)

Question 7

Explain the importance of taking out travel insurance and personal accident insurance when flying and renting a car

(4x2=8)

Question 8

Determine five mandatory fields required to complete a reservation.

(5 x2=10)

Question 9

Illustrate and Explain the relationship between Air Namibia's central reservation systems and Trip Travel's global distributions system?

(6 x2=12)

TOTAL

100 MARKS