

**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN RESOURCE AND EDUCATION**

**DEPARTMENT OF HOSPITALITY & TOURISM**

<b>QUALIFICATION:</b> BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT	
<b>QUALIFICATION CODE:</b> 07BTID	<b>LEVEL:</b> 7
<b>COURSE CODE:</b> FST720S	<b>COURSE NAME:</b> Fares and Ticketing Operations
<b>SESSION:</b> JUL 2022	<b>PAPER:</b> THEORY
<b>DURATION:</b> 2 HOURS	<b>MARKS:</b> 100

<b>SECOND OPPORTUNITY QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Mrs. Petrina Haufiku-Makhubela
<b>MODERATOR:</b>	Ms. Ndinela Shikemeni

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

**THIS QUESTION PAPER CONSISTS OF 5 PAGES** (Including front page)

**Question 1**

Briefly outline the difference between a stopover and a transit in a flight route.

(4)

Decode the following special services that can be offered in an aircraft

MAAS

BSCT

UMNR

WCHS

(4)

Define the term airfare

(4)

**Question 2**

Decode the following fare basis codes:

1. LHWAP3M

2. LXSX1M

3. DEE9M

4. Y/CH25

5. YEE3M/IN

6. YKSX2M

7. YHPX6M

8. VWSS

9. HHXSS2M.

(9 X 1 = 9 Marks)

**Question 3**

Identify the four different categories of fare rule restrictions in the airline industry

(4x2=8)

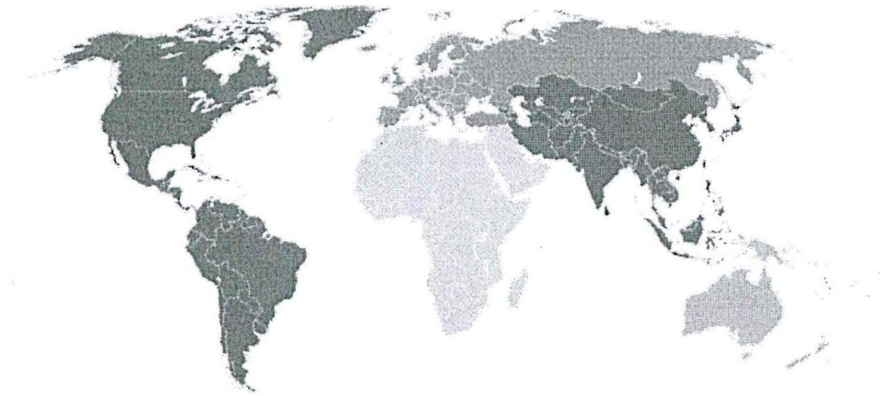
**Question 4**

Critically compare the types of flight journey that exist in the airline industry.

(4x3=12 Marks)

**Question 5**

Study attached map of the world. Plot and divide it into the IATA conference areas. Identify the various conference areas and global indicators on the below routes



- a) Windhoek- Johannesburg – New York
- b) Dubai – Hong Kong – London
- c) Frankfurt – Kiev – Doha - Johannesburg

(3 x 3 = 9 Marks)

**Question 6**

Study the following electronic ticket and answer the following.

ELECTRONIC TICKET RECORD INV: CUST: IAT000 PNR: WPTRKG

TKT: 118 13424261077 ISSUED: 27SEP10 PCC: 04D9 IATA: 96114104

NAME: WRIGHT/CALLUM

NAME REF: TOUR ID: 000001

FOP: AX3742335867911922

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT

1 LH 811 C 11NOV HELMUC 1600 OK F OPEN

2 LH 835 C 11NOV MUCIST 1915 OK F OPEN

3 LH 834 C 21NOV ISTFRA 1810 OK F OPEN

4 LH 810 C 21NOV FRAHEL 2155 OK F OPEN

FULLY ENDORSEABLE

FARE EUR1129.00 TAX 94.80YQ TAX 15.21FI TAX 6.96DQ

TAX 10.49DE TAX 38.23RA TAX 17.77TR

TOTAL EUR1312.46

HEL LH X/MUC LH IST M750.38 LH X/FRA LH HEL M750.38NUC1500.76END  
ROE0.751949XT6.96DQ10.49DE38.23RA17.77TR

a) Identify the following:

- Name of client
- Ticket number
- Booking reference
- Airline
- Form of payment
- Fare amount in Euros
- Total Mileage

- Total taxes
- Date of ticket issue
- Main destination

(10 x 2 = 20 Marks)

**Question 7**

Outline the 9 different freedoms of air that were developed by IATA to regulate flight operations in the world. (9x2 =18)

**Question 8**

Explain in your own words the factors that determine fares. (6x2=12)

**TOTAL: 100 MARKS**