



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT OF HOSPITALITY & TOURISM**

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| <b>QUALIFICATION :</b> BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT |   |
| <b>QUALIFICATION CODE:</b> BTID07                                     | <b>LEVEL:</b> 6                                 |
| <b>COURSE CODE:</b> TIS620S   | <b>COURSE NAME:</b> TOURISM INFORMATION SYSTEMS |
| <b>SESSION:</b> NOV 2022  | <b>PAPER:</b> THEORY                            |
| <b>DURATION:</b> 2 HOURS  | <b>MARKS:</b> 100                               |

| <b>FIRST OPPORTUNITY EXAMINATION PAPER</b> |                                |
|--|--------------------------------|
| <b>EXAMINER(S)</b>                         | Mrs. Petrina Haufiku-Makhubela |
| <b>MODERATOR:</b>                          | Dr. Wanjiru Paschalia Muhoho   |

| <b>INSTRUCTIONS</b>  |
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| <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 3 PAGES** (Including front page)

Question 1

Describe the two main types of flight operations in the world. Provide examples

(2x4=8)

Question 2

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

(6x2=12)

Question 3

Outline the difference between 4 types of visas required to travel around the world

(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 traditional travel agency.

(5x2=10)

Question 5

Discuss the skills required by travel consultant to work in a travel industry (6 x 12)

Question 6

6.1) Briefly outline the 4 main functions of IATA in the transport Industry? (4 x 2 = 8)

6.2) What is the difference between a stopover flight and direct flight? What numbers are used to denote non-stop and direct

(2 X 1 = 2)

Question 7

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

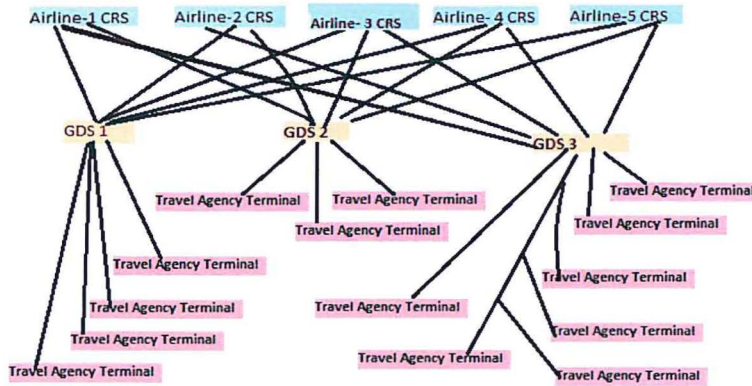
(4x2=8)

Question 8

Determine five mandatory fields required to complete a reservation. (5 x 2=10)

Question 9

Illustrate and Explain the relationship between Ethiopian Airline's central reservation systems and Trip Travel's global distributions system? (6 x2=12)



TOTAL: 100 MARKS