NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION : BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT	
QUALIFICATION CODE: 07BTID	**LEVEL: 7**
COURSE CODE: FST710S	**COURSE NAME:** Fares and Ticketing Operations
SESSION: June 2024	**PAPER:** THEORY
DURATION: 2 HOURS	**MARKS:** 100

FIRST OPPORTUNITY EXAMINATION PAPER	
EXAMINER(S)	Mrs. Petrina Haufiku-Makhubela
MODERATOR:	Ms. Ndinelao Shikemeni

INSTRUCTIONS
1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

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

Question 1

A) Differentiate between the three types of classes that can be found in an aircraft? Outline the codes of each class. (3)

B) List the two types of international airports in Namibia. (1)

C) Distinguish between two types of baggage systems charged by airlines (2)

(3+ 1+ 2 = 6 Marks)

Question 2

Discuss the key functions of a central reservation system in Fly Namibia.

(6 x 2 = 12 Marks)

Question 3

Identify the four different elements of a mileage system that can be used to calculate fares.

(4 x 2 = 8Marks)

Question 4

Critically compare the types of fares that exist in the airline industry.

(5 x 2 = 10 Marks)

Question 5

Identify the four different categories of fare rule restrictions in the airline Industry.

(4 x 2 = 8 Marks)

Question 6

Describe the fare calculation procedure as applied by consultants in the airline and travel agent industry.

(10 x 1 = 10 Marks)

Question 7

Explain in your own words the factors that determine fares.

(4 x 3 =12 Marks)

Question 8

Outline the 9 different freedoms of air that were developed by the International Air Transport Association (IATA) to regulate flight operations in the world.

(9 x 2 = 18 Marks)

Question 9

Critically outline the four steps of refunding a fully unused flight ticket.

(4 x 4 = 16 Marks)

TOTAL: 100 MARKS