



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

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

**DEPARTMENT OF HOSPITALITY & TOURISM**

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| <b>QUALIFICATION :</b> BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT |  |
| <b>QUALIFICATION CODE:</b> 07BTID                                     | <b>LEVEL:</b> 7                                    |
| <b>COURSE CODE:</b> FST710S   | <b>COURSE NAME:</b> Fares and Ticketing Operations |
| <b>SESSION:</b> Jul 2024  | <b>PAPER:</b> THEORY                               |
| <b>DURATION:</b> 2 HOURS  | <b>MARKS:</b> 100                                  |

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

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| <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 EXAMINATION PAPER CONSISTS OF 5 PAGES** (Including front page)

**Question 1**

- a) Briefly distinguish between two fare calculation principles used in the airline industry.  

(2x2 = 4 Marks)
- b) Decode the following special services that can be offered in an aircraft?  

(4x1 = 4 Marks)
- c) Define the term airfare  

(1 x 4 = 4 Marks )

**Question 2**

Calculate the fare on the following Itinerary: Windhoek to Madrid one way FARE NAD11500. Show all your calculations in NUCS and convert to local currency.

Total MPM: 5501 plus an EMA of 400

WDH – JNB : TPM: 928 Departure date: 13 Sep

JNB- FRA: TPM 3500 Departure date: 14 Sep

FRA- MAD: TPM 2000 Departure date: 19 Sep

- a) Calculate Total TPM
- b) Calculate Adjusted TPM
- c) Calculate total fare to be paid by client in NUCs
- d) Convert total fare to NAD

Excess Mileage Surcharge Table

| <u>If the result is over</u> | <u>Up to and including.</u> | <u>Percentage</u> |
|------------------------------|-----------------------------|-------------------|
| 1.00,000                     | 1.05,000                    | 5%                |
| 1.05,000                     | 1.10,000                    | 10%               |
| 1.10,000                     | 1.15,000                    | 15%               |
| 1,15,000                     | 1.20,000                    | 20%               |
| 1.20,000                     | 1.25,000                    | 25%               |

**Fare Ladder**

|                          |  |
|--------------------------|--|
| Cities                   |  |
| WDH                      |  |
| JNB                      |  |
| FRA                      |  |
| MAD                      |  |
| <b>Total TPM</b>         |  |
| <b>EMA</b>               |  |
| <b>Adjusted TPM</b>      |  |
| <b>Fare in Nucs</b>      |  |
| <b>EMS</b>               |  |
| <b>Total Fare in NAD</b> |  |

**(9 x 1 = 9 Marks)**

**Question 3**

A client wants to travel from Windhoek to Cape Town departing 16 Dec. She wants an economy class seat and a Diabetic meal. She is also traveling with a baby and wants to book a baby meal. The fare codes booked were YHX3M and YHX3MIN. Clients flying with 4Z329 departing Sunday 16h00 pm arrival 08h00 am.

Decode the fare codes booked for the client (4)

Identify the airline that she can use to travel from Windhoek to Cape Town (2)

Decode the two meals provided to the clients by the airline? (2)

**(4+2+2 = 8 Marks)**

**Question 4**

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

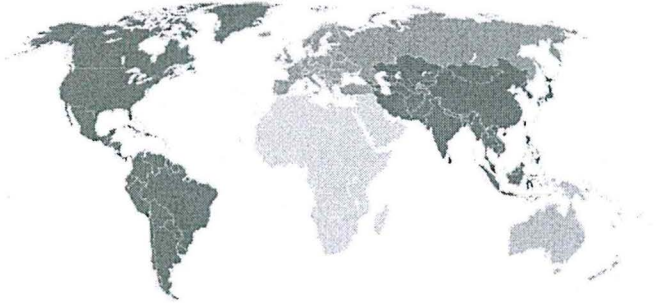
**(4x3=12 Marks)**

**Question 5**

Study attached map of the world. **(Please attach this question to your answer sheet).**

a) Plot and divide it into the International Air Transport Association (IATA) conference areas.

b) Identify the various conference areas



**(3 x 3 = 9 Marks)**

**Question 6**

Study the following electronic ticket and answer the following.

|   |                   |             |
|---|-------------------|-------------|
| ELECTRONIC TICKET RECORD  | INV: CUST: IAT000 | PNR: MUTKKN |
| <b>TKT: 220 134242521088</b> ISSUED: 12APR24 PCC: 04D9 IATA: 96114104 |                   |             |
| <b>NAME: JOHNSON/BEN MR</b>   |                   |             |
| NAME REF: TOUR ID: 000001   |                   |             |
| FOP: CASH   |                   |             |
| CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT                          |                   |             |
| <b>1 LH 811 C 11NOV WDH FRA 1900 0730 OK F OPEN</b>                   |                   |             |
| <b>2 LH 835 C 11NOV FRA WDH 1915 0745 OK F OPEN</b>                   |                   |             |
| FULLY ENDORSEABLE   |                   |             |
| FARE EUR829.00 TAX 66.50YQ TAX 12.45FI TAX 4.95DQ                     |                   |             |

TAX 11.50DE TAX 28.20RA TAX 14.55TR

TOTAL EUR967.15

HEL LH X/MUC LH IST M450.40LH X/FRA LH HEL M450.40NUC900.80END  
ROE0.920293XT4.95DQ11.50DE28.20RA14.55TR

a) Identify the following:

- Name of client:
- Ticket number:
- Booking reference:
- Airline:
- Form of payment:
- Fare amount in Euros:
- Total in NUCS:
- Total taxes:
- Date of ticket issue:
- Main destination:

(10 x 2 = 20 Marks)

**Question 7**

Outline the advantages of a bank settlement plan in the travel Industry.

(9 x 2 = 18 Marks)

**Question 8**

International Air Transport Association (IATA) is an international governing body for Airlines and Travel agencies. Briefly discuss the role and responsibilities of IATA in the Tourism Industry.

Any 6

(6 x 2 = 12 Marks)

**TOTAL: 100 MARKS**