



**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

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

**DEPARTMENT OF HOSPITALITY & TOURISM**

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

<b>FIRST OPPORTUNITY QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Mrs. Petrina Haufiku-Makhubela
<b>MODERATOR:</b>	Ms. Ndinelao 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 4 PAGES (Including front page)**

### **Question 1**

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

List the four types of special meal services that can be offered in an aircraft? (4)

List the two types of airports in Windhoek? (1)

Identify two types of baggage systems charged by airlines (2)

### **Question 2**

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

(6 x2=12 Marks)

### **Question 3**

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

(4x2=8 Marks)

### **Question 4**

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

(7x2=14 Marks)

### **Question 5**

A client wants to travel from Windhoek to Frankfurt. She wants an economy class and a vegan meal. She is also traveling with a baby and wants to book a baby meal. The fare codes booked were YAP6M and YAP6MIN. Clients flying with LH2093 departing Wednesday 08h00 am arrival 21:00 pm.

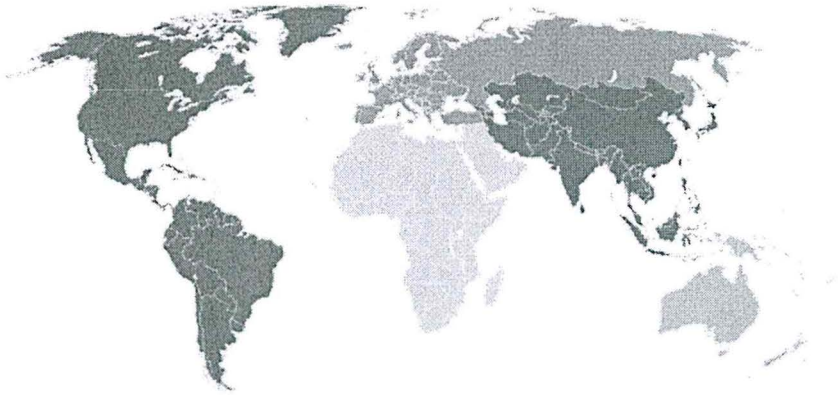
Decode the fare codes booked for the client (4)

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

How much luggage will she be allowed to take with on the plane? (2)

**Question 6**

Study attached map of the world. Plot and divide it into the International Air Transport Association (IATA) conference areas. Identify and outline each continent in the conference areas.



(3 x 2 = 6 Marks)

**Question 7**

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.

(6 x 2 = 12 Marks)

**Question 8**

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

(9x2 =18 Marks)

**Question 9**

Explain in your own words why fare prices change.

(6x2=12 Marks)

**TOTAL: 100 MARKS**