



**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 2025	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

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

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

THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including front page)

Question 1

1.1 Distinguish between three types of classes that can be found in an aircraft. (3)

1.2 Identify two types of baggage allowance concepts offered by airlines (2)

(3 + 2 = 5 Marks)

Question 2

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

(6 x2=12 Marks)

Question 3

Study the following trip and calculate the mileage fare for the client.

Mr Peter John

Traveling from Windhoek to FRA via Cape Town

Airline: Lufthansa: Economy class

Fare in NUCS: 880 Route: WDH – FRA one way

Maximum Mileage permitted: 5280 MPM. EMA: 100 MPM.

Windhoek – Cape Town: 823 TPM

Cape Town – Munich: 4022 TPM

Munich- Frankfurt: 964TPM

IATA IROE: 18.035

- a) Identify the journey. (2)
- b) Decode the airports and establish the breakpoint. (4)
- c) Indicate the total TPM of journey. (4)
- d) Calculate fare applicable to client. (5 x 2 = 10)

e) Convert the NUC into NAD (2)

Conversion Table

If the result is over and up to Percentage to be charged on fare is

1.00 – 1.05	5%
1.05 – 1.10	10%
1.10 – 1.15	15%
1.15- 1.20	20%

(2+4+4+10+2 = 22 Marks)

Question 4

A client wants to travel from Windhoek to London Heathrow via Johannesburg. She wants an Economy class and a Diabetic meal. She is also traveling with an infant and wants to book a baby meal. The fare codes booked were YEE6M and YEE6MIN. Clients flying with BA623 departing Sunday 21h00 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 London Heathrow (1)

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

Identify the global indicator of this specific trip. (2)

(4+1+2+2 = 9 Marks)

Question 5

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

(10 x 2 = 20 Marks)

Question 6

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 7

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

(4x2 =8 Marks)

Question 8

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

(4x3=12 Marks)

TOTAL: 100 MARKS