



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN RESOURCES 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: Jul 2025	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

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

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

THIS EXAMINATION PAPER CONSISTS OF 5 PAGES (Including front page)

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Question 1

Briefly outline the role of airlines in the travel and tourism industry. (9 x 1 = 9 Marks)

Question 2

Define the term airfare (4 x 1 = 4 Marks)

Question 3

Decode the following fare basis codes:

1. LHWAP3M
2. LXSX1M
3. YEE9M
4. Y/IN25
5. YEE3M/CH
6. YKSX2M
7. YHPX6M
8. VWSS

(8 x 1 = 8 Marks)

Question 4

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

(4 x 2 = 8 Marks)

Question 5

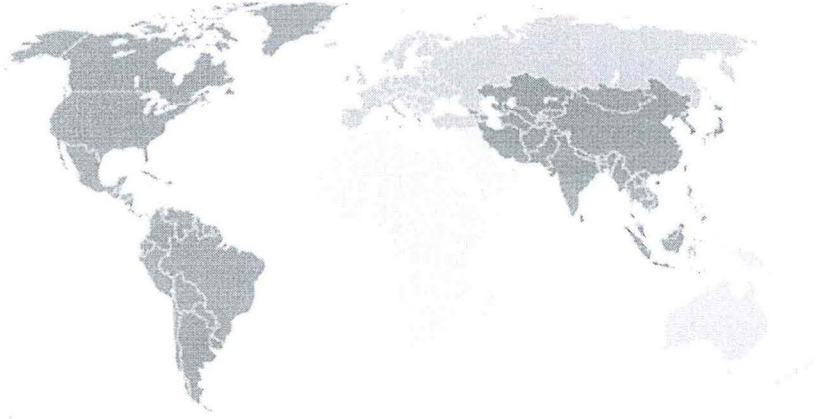
Critically compare the types of flight journeys that exist in the airline industry.

(4 x 3 = 12 Marks)

Question 6

Study attached map of the world.

Briefly Identify and outline the various Passenger traffic conference areas



(3 x 3 = 9 Marks)

Question 7

Study the following electronic ticket and answer the following.

ELECTRONIC TICKET RECORD INV: CUST: IAT000 PNR: NSBRKG

TKT: 220 13424261077 ISSUED: 05OCT20 PCC: 04D9 IATA: 96114104

NAME: WALKER/JAMES MR

NAME REF: TOUR ID: 000001

FOP: Cash

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT

1 LH 4357 H 11NOV WDHFRA 1600 OK F OPEN

2 LH 1298 H 11NOV FRAIST 1915 OK F OPEN

3 LH 1309 M 21NOV ISTFRA 1810 OK F OPEN

4 LH 865 M 21NOV FRAWDH 2155 OK F OPEN

FULLY ENDORSEABLE

FARE NAD24830 TAX 307YQ TAX3288 YQ TAX 383YR TAX 100HI

TAX 518NA TAX 520DE TAX 1188RA TAX66M6 TAX438TR

TOTAL NAD31638

WDH LH X/FRA LH IST M319.44 LH X/FRA LH WDH M319.44NUC1346.91END ROE18.434618XT

XT NAD 383-YR NAD 100-H1 NAD 518-NA NAD520-DE NAD 1188-RA NAD 66-M6 NAD 438-TR

a) Identify the following:

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

(10 x 2 = 20 Marks)

Question 8

Critically 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

Explain in your own words the factors that determine airfares.

(6 x 2=12 Marks)

TOTAL: 100 MARKS

Handwritten signature or initials in green ink.