



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION : BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT	
QUALIFICATION CODE: BTID07	LEVEL: 6
COURSE CODE: TIS620S	COURSE NAME: TOURISM INFORMATION SYSTEMS
SESSION: Jan 2023	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER	
EXAMINER(S)	Mrs. Petrina Haufiku-Makhubela
MODERATOR:	Dr Wanjiru Paschalia Muhoho

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 3 PAGES (Including front page)

Question 1

- 1.1) List the three types of classes that can be found in an aircraft? (3)
- 1.2) List the four types of special services that can be offered in an aircraft? (3)
- 1.3) Identify any two examples of scheduled airlines in Africa? (2)

Question 2

Discuss the functions of a central reservation system in Qatar Airways?

(6 x2=12)

Question 3

Determine five mandatory fields required to complete a flight seat reservation.

(5 x2=10)

Question 4

Critically compare the roles of traditional intermediaries and online travel agents in the travel distribution system. (7x2 = 14)

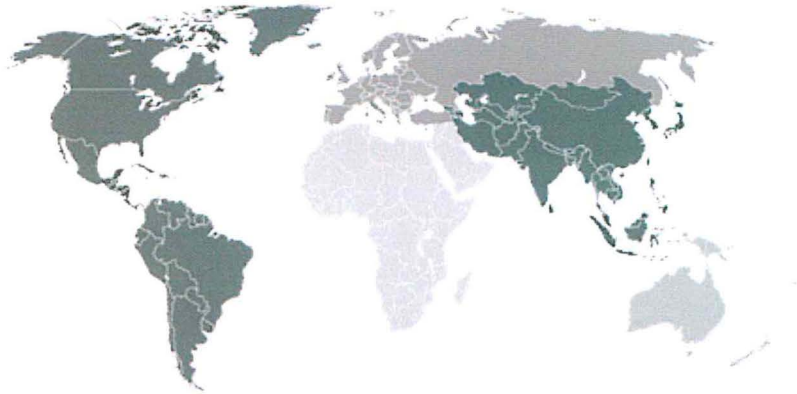
Question 5

A client wants to travel from Windhoek Eros to Ondangwa. She wants an economy class seat and a vegan meal. She is also traveling with a baby and wants to book a baby meal.

- 5.1) List the codes for the following food services required by the client (4)
- a) Vegetarian meal
 - b) Baby Meal
- 5.2) Identify the airline that she can use to travel directly from Windhoek to Ondangwa (2)
- a) Fly Namibia
- 5.3) How much luggage will she be allowed to take with on the plane? (2)
- a) 1 piece of luggage weighing 20 kg

Question 6

Study the below map of the world. Outline the 3 IATA areas. Identify and plot each area with the continents on the map (3 X 2.6 = 8)



Question 7

IATA is an international governing body for Airlines and Travel agencies. Discuss briefly the role and responsibilities of IATA in the Tourism Industry (8 X 1 = 8)

Question 8

Scheduled flights are categorised into six main types, Outline the difference between these flights (6x2=12)

Question 9

Discuss the benefits of renting a car at Avis rent a car in Namibia. (4x2=8)

Question 10

Explain in your own words the following rental terms and conditions for each car rental Company (6 X 2 = 12)

- Reservations
- Car models
- Rental extension
- Rental collection
- Amendments
- Cancellations

TOTAL 100 MARKS

