



**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: BTID07	LEVEL: 7
COURSE CODE: TIS520S	COURSE NAME: TOURISM INFORMATION SYSTEMS
SESSION: Dec 2025	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

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

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)

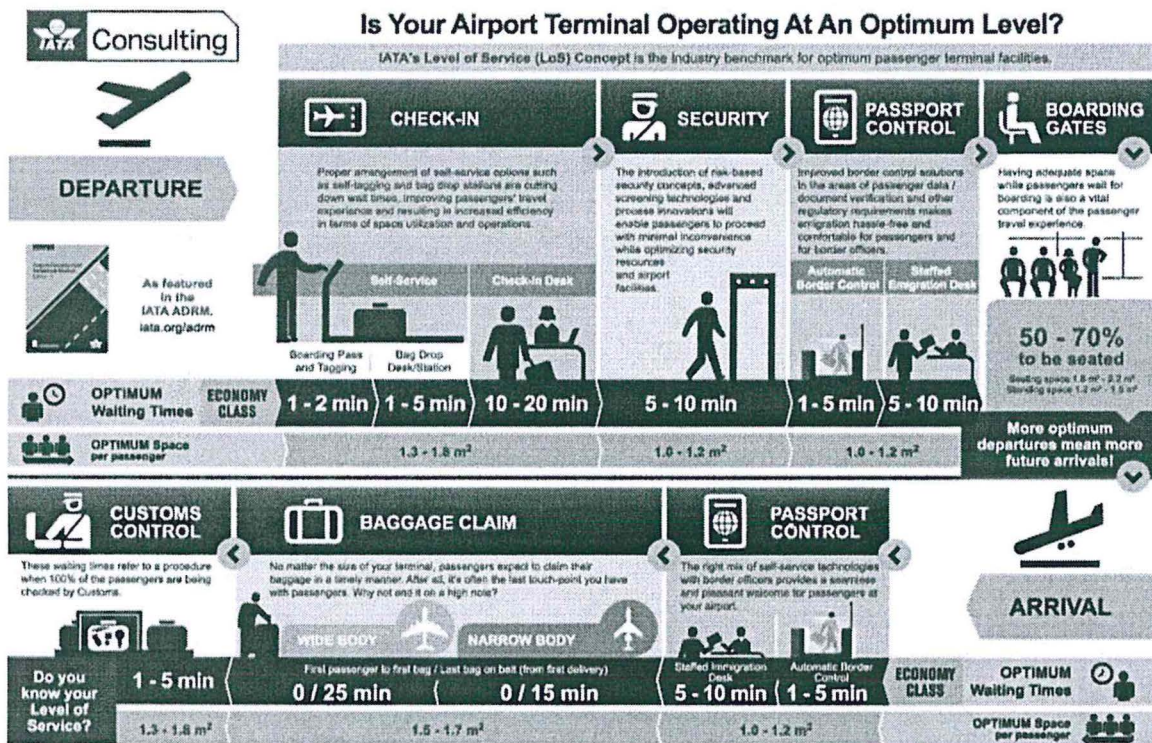
Question 1

Outline 4 types of airline central reservation systems. (4 x 2 = 8 Marks)

Question 2

Using IATA's Level of Service concept below, describe the key elements that contribute to an optimum passenger experience throughout the airport journey, from departure to arrival.

(10 x 2 = 20 Marks)



Question 3

Outline the difference between 7 types of passengers in the travel industry.

(7x2=14 Marks)

Question 5

Discuss the skills required by a travel consultant to work in a travel industry

(6 x 2= 12 Marks)

Question 6

Briefly outline the 6 main functions of IATA in the transport Industry

(6 x 2 = 12 Marks)

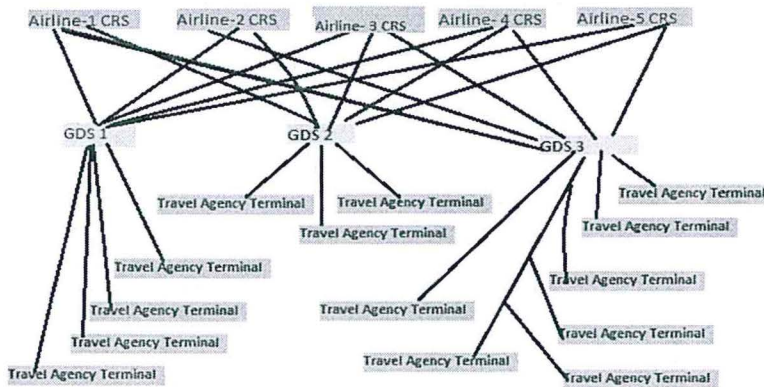
Question 7

Explain the importance of taking out travel insurance and personal accident insurance when flying and renting a car

(4x2=8 Marks)

Question 8

Explain the relationship between Ethiopian Airline’s central reservation system and Trip Travel’s global distribution system as illustrated in the image below: (6 x2 =12Marks)



TOTAL: 100 MARKS