



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

**DEPARTMENT OF HOSPITALITY & TOURISM**

<b>QUALIFICATION :</b> BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT	
<b>QUALIFICATION CODE:</b> BTID07	<b>LEVEL:</b> 7
<b>COURSE CODE:</b> TIS520S	<b>COURSE NAME:</b> TOURISM INFORMATION SYSTEMS
<b>SESSION:</b> Nov 2025	<b>PAPER:</b> THEORY
<b>DURATION:</b> 2 HOURS	<b>MARKS:</b> 100

<b>FIRST OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	Mrs. Petrina Haufiku-Makhubela
<b>MODERATOR:</b>	Ms. Uaarukapo Tjitunga

<b>INSTRUCTIONS</b>
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**

Describe the difference between three flight cabins in an aircraft.

**(3 x 3 = 9 Marks)**

**Question 2**

Discuss the functions of a central reservations system in an airline like Fly Namibia.

**(6x2= 12 Marks)**

**Question 3**

Describe the two main types of flight operations in the world. Provide examples.

**(2x4=8 Marks)**

**Question 4**

Critically compare the advantages and disadvantages of traditional intermediaries and online travel agents in the travel distribution system.

**(7x2 = 14 Marks)**

**Question 5**

Mrs. Jones visits a travel agent's office and requests to travel from Windhoek to Frankfurt. She wants an economy class seat and requires a special meal. She is also traveling with a baby and wants to book a meal for the baby. She will be travelling with 2 bags each weighing 23 kilograms.

**(2+2+3+4 = 11Marks)**

5.1 Which Airport will the client depart from in Windhoek. (2)

5.2 What type of luggage concept will apply on this journey. (2)

5.3 Outline 3 special service requests that the client can request during the flight. (3)

5.4 Describe the skills required by the reservations consultant to convince the client to purchase these tickets. (4)

**Question 6**

Determine five mandatory fields required to complete a flight reservation. **(5x2= 10 Marks)**

**Question 7**

The International Air Transport Association (IATA) is an international governing body for Airlines and Travel agencies. Discuss briefly the responsibilities of IATA in the Tourism Industry

**(8x2 =16 Marks)**

**Question 8**

Discuss the benefits of renting a car at Avis rent a car in Namibia.

**(4x2=8 Marks)**

**Question 9**

Explain in your own words the following rental terms and conditions for each car rental.

Company.

**(6x2=12 Marks)**

**TOTAL                    100 MARKS**