# 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:** FST720S | **COURSE NAME:** Fares and Ticketing Operations |
| **SESSION:** June 2023 | **PAPER:** THEORY |
| **DURATION:** 2 HOURS | **MARKS:** 100 |

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

| INSTRUCTIONS |
|---|
| 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

Briefly outline the difference between a stopover and a transit in a flight route.

(2 x 2 = 4 Marks)

## Question 2

Decode the following fare basis codes:

1. MHWAP3M
2. LXSX1M
3. CEE6M
4. Y/CH25

( 4 x 1 = 4 Marks)

## Question 3

Distinguish between four types of taxes charged on a flight ticket.

(4 x 2 = 8 Marks)

## Question 4

Define the term airfare.

(2 x 2 = 4 Marks)

## Question 5

Briefly describe the difference between two types of fare calculations in the airline Industry.
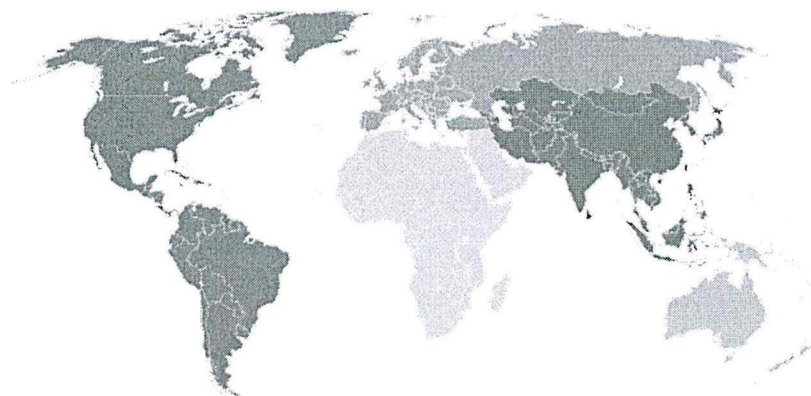
(2x2=4 Marks)

## Question 6

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

(4x3=12 Marks)

## Question 7

Study attached map of the world. Plot and Identify three International Air Transport Association (IATA) conference areas. Provide examples for each conference area.

(3 x 4 = 12 Marks)

Question 8

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

Mr Johan Muller

Traveling from Windhoek to London Heathrow via Johannesburg stopping over in Dubai

Airline: Emirates: Business class

Fare in NUCS: 2480     Route: WDH – LON one way

Maximum Mileage permitted: 7980 MPM. EMA: 100 MPM.

Windhoek – Johannesburg: 864 TPM

Johannesburg – Dubai: 3977 TPM

Dubai- London: 3398TPM

IATA IROE: 18.0359

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 9

Outline the 9 different freedoms of air that were developed by the International Air Transport Association (IATA) to regulate flight operations in the world.

(9x2 =18 Marks)

Question 10

Explain in your own words the factors that determine fares.

(6x2=12Marks)

TOTAL: 100 MARKS