



PAMIBIA 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: 07BTID	LEVEL: 7
COURSE CODE: FST720S	COURSE NAME: Fares and Ticketing Operations
SESSION: July 2023	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

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

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

List the three types of classes that can be found in an aircraft. Outline the codes of each class. (3)

List the two types of airports in Windhoek. (1)

Identify two types of baggage systems charged by airlines (2)

(3+ 1+ 2 = 6 Marks)

Question 2

Discuss the key functions of a central reservation system in Fly Namibia.

(6 x2=12 Marks)

Question 3

Identify the four different elements of a mileage system that can be used to calculate fares.

(4x 2=8 Marks)

Question 4

Critically compare the types of fares that exist in the airline industry.

(7x2=14 Marks)

Question 5

A client wants to travel from Windhoek to Frankfurt. She wants a business class and a low sodium meal. She is also traveling with a child and wants to book a child meal. The fare codes booked were DEE6M and DEE6MIN. Clients flying with LH2093 departing Sunday 21h00 pm arrival 08h00 am.

Decode the fare codes booked for the client (4)

Identify the airline that she can use to travel from Windhoek to Frankfurt (2)

Decode the two meals provided to the clients by the airline? (2)

(4+2+2 = 8 Marks)

Question 6

Describe the fare calculation procedure as applied by consultants in the airline and travel agent industry.

(10 x 1 = 10 Marks)

Question 7

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

(6 x 2 = 12 Marks)

Question 8

Outline the advantages of a bank settlement plan in the travel Industry.

(9x2 =18 Marks)

Question 9

Critically outline the four steps of refunding a fully unused flight ticket.

(4x3=12 Marks)

TOTAL: 100 MARKS