



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: BTID07	LEVEL: 7
COURSE CODE: TIS520S	COURSE NAME: TOURISM INFORMATION SYSTEMS
SESSION: Jan 2024	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION	
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 EXAMINATION PAPER CONSISTS OF 2 PAGES (Including front page)

Question 1

1.1 Outline the difference between 4 types of visas required to travel around the world. (4 x 2=8)

1.2 Identify the four types of special services and the codes that can be offered in an aircraft. (4 x 2 = 8)

Question 2

Discuss the functions of a central reservation system in South African Airways. (10 x 2 = 20)

Question 3

Discuss the skills required by travel consultant to work in the travel industry. (6 x 1 = 6)

Question 4

Identify the different types of vehicles that can be rented out to clients at Avis. Provide examples. (4 x 2 = 8)

Question 5

Explain the importance of taking out travel insurance and personal accident insurance when flying and renting a car. (4 x 2 = 8)

Question 6

Briefly describe the history and structure of two information technology systems utilised by airlines. (3 x 4 = 12)

Question 7

IATA is an international governing body for Airlines and Travel agencies. Briefly discuss the role and responsibilities of IATA in the Tourism Industry. (4 x 2 = 8)

Question 8

Describe the advantages and disadvantages for the customer making travel arrangements with an online agent. (5 x 2 = 10)

Question 9

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

TOTAL

100 MARKS