



**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: Nov 2024	PAPER: THEORY (PAPER 1)
DURATION: 2 HOURS	MARKS: 100

FIRST 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

1.1 Distinguish between three categories of travel agencies that can be found in the tourism industry. (3x 2 = 6 Marks)

1.2 Describe the difference between three flight cabins in an aircraft. (3 x 1 = 3 Marks)

1.3 Outline the difference between a travel agent and tour operator in the tourism Industry. (2 x 2 = 4 Marks)

Question 2

Describe the two main types of flight operations in the world. Provide examples. (2 x 2.5 =5 Marks)

Question 3

The International Air Transport Association (IATA) is an international governing body for Airlines and Travel agencies. Discuss briefly the role and responsibilities of IATA in the Tourism Industry. (4 x 2=8 Marks)

Question 4

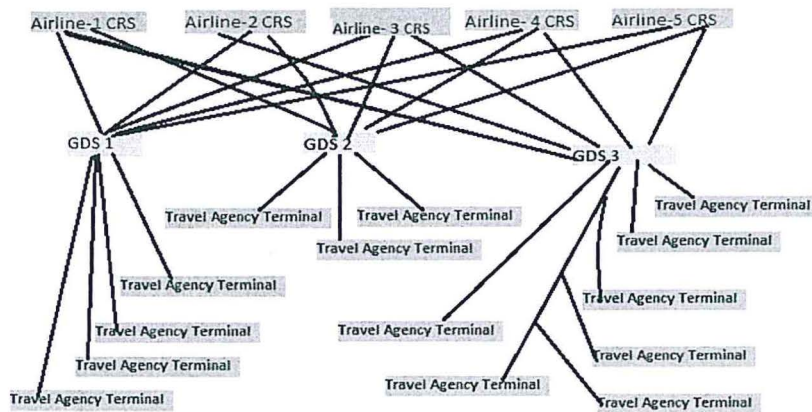
Critically discuss the advantages and disadvantages of traditional intermediaries in the travel distribution system. (9 x 2=18 Marks)

Question 5

Travel Insurance is a critical tourism product in planning and reserving trips in a client's itinerary. As a Travel consultant, explain the vital components covered by this insurance during the client's trip. (5 x 2 = 10 Marks)

Question 6

Study the following diagram and explain the relationship between South African Airway's central reservation system and Trip Travel's global distributions system.



(8 x 2 = 16 Marks)

Question 7

Discuss the importance of information reservation systems in the travel and tourism industry.

(6 x 2 = 12 Marks)

Question 8

Discuss the skills required by travel consultants to work in a travel industry.

(4 x 2 = 8 Marks)

Question 9

Determine five mandatory fields required to complete a flight and car rental reservation on a global distribution system.

(5 x 2=10 Marks)

TOTAL

100 MARKS

