



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: NOV 2023	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

FIRST 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 QUESTION PAPER CONSISTS OF 3 PAGES (Including front page)

Question 1

Describe the difference between three flight cabins in an aircraft. the three types of classes.

(3 x 1 = 3)

Question 2

Outline the benefits of information technology in the travel and tourism Industry.

(6 x 2 = 12)

Question 3

Discuss the functions of a travel agency like Trip Travel in the tourism Industry. (6 x2=12)

Question 4

Determine five mandatory fields required to complete a flight reservation. (5 x1=5)

Question 5

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

(7 x 2 = 14)

Question 6

A client wants to travel from Windhoek Eros to Ondangwa. She wants an economy class seat and a vegan meal. She is also traveling with a baby and wants to book a baby meal. She has a bag weighing 20 kilograms.

List the codes for the food services required by the client (4)

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

Question 7

Illustrate and explain the relationship between South African Airways' central reservation systems and Trip Travel's global distributions system. (8 x2=16)

Question 8

The 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.

(4 x2 =8)

Question 9

Describe the two main types of flight operations in the world. Provide examples. (2x2=4)

Question 10

Discuss the benefits of renting a car at Avis rent a car in Namibia. (4 x 2=8)

Question 11

Explain in your own words the rental terms and conditions that apply to car rental.

Companies. (6 x 2=12)

TOTAL 100 MARKS