



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS SEPTEMBER - DECEMBER 2021 SEMESTER

DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT

COURSE CODE: DTTM 021

COURSE TITLE: AIR FARES & TICKETING

DATE: 18 NOVEMBER 2021

TIME: 3.00 PM – 6.00 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period

SECTION A: COMPULSORY QUESTIONS

Question One

- a) Examine **FIVE** challenges facing the Airline industry [10 Marks]
- b) Discuss **FIVE** features that should be captured in Air ticket [10 Marks]
- c) Explain the following terms as used in Air ticketing
 - i) Stopover [2 Marks]
 - ii) Layover [2 Marks]
 - iii) Open Jaw Flight [2 Marks]
 - iv) Throw away ticket [2 Marks]
 - v) Roundtrip [2 Marks]
- d) For you to work in Travel Industry, explain the skills you must possess [10 Marks]

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Explain what you understand by the following ticketed points in a journey;
 - (i) Fare component [1 Mark]
 - (ii) Destination [1 Mark]
 - (iii) Origin [1 Mark]
 - (iv) Pricing unit [1 Mark]
 - (v) Transfer point [1 Mark]
- b) Outline **FIVE** factors to consider when selecting fares to charge the clients [5 Marks]
- c) Explain **FIVE** reasons why you could consider package tours over individual tours [10 Marks]

Question Three

- a) State and explain at least **FIVE** types of fares as used in Airline industry [10 Marks]
- b) Define the following terms as used in Air Ticketing
 - (i) NUC [2 Marks]
 - (ii) IROE [2 Marks]
 - (iii) LCF [2 Marks]
 - (iv) COC [2 Marks]
 - (v) MPM [2 Marks]

Question Four

- a) Use the following information to answer the questions that follows:

Auckland to Singapore (AKL SIN Y NUC 970.70

IROE 2.390021 (based on COC)

- (i) Convert the NUC fare into New Zealand dollar (LCF) [3 Marks]
- (ii) State the Origin and Destination of the journey [2 Marks]

- (iii) State FIVE advantages of round trip [5 Marks]
- b) Write short notes on the following types of fare
- (i) Primary Fares [5 Marks]
- (ii) Secondary Fares [5 Marks]

Question Five

JEDDAH (JED)					
FARE TYPE	LOCAL CURRENCY	NUC	CARR CODE	RULE	GI MPM & ROUTING
To New York (NYC)					AT 7648
Y2	4286	1144.45		X0842	AT
Y2	5418	1446.72		X0842	AT
C	6600	1762.34		X0842	AT
P	9403	2501.81		X0842	AT
S	5418	1446.72	BA	X0842	AT
S2	4286	1144.45	BA	NO234	AT
J	6600	1762.34	BA	NO840	AT
F	9403	2510.81	BA	NO234	AT
S	5418	1446.72	KL	NO234	AT
S7	4286	1144.45	KL	NO235	AT
C	6600	1762.34	KL	NO569	AT
Y2	4286	1144.45	SV	NO306	AT
J	5418	1446.72	SV	NO816	AT
J	6600	1762.34	SV	N0106	AT
F	9403	2510.81	SV	NO105	AT
Y22	9286	1144.45	TW	NO816	AT

Required

- (i) If the routing is JED-SV-NYC on economy class what economy fare type would you quote for a client [2 Marks]
- (ii) Which GI is JED-NYC? [2 Marks]
- (iii) Calculate the OW NUC from JED to NYC [3 Marks]
- (iv) Calculate the S RT NUC from JED to NYC via K [3 Marks]
- (v) If the passenger wants to travel from JED-NYC on F class, which fare could quote and why? [4 Marks]
- (vi) What type of fare are Y2, S2 of carrier BA, S7 of carrier KL, Y2 of carrier SV and Y22 of carrier TW? Why are the fares cheapest? [2 Marks]
- a) Discuss the following fare construction principles:
- (i) Journey concept [2 Marks]

(ii) Pricing Unit concept

[2 Marks]