



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES  
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF:**  
**BACHELOR OF SCIENCE IN TOURISM MANAGEMENT**

(BSTM S15/J&S-FT)

BHT 4203: AIRFARE AND TICKETING

END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2016**

**TIME:2HOURS**

**DATE:**Pick Date **DECEMBER 2016**

**Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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**SECTION A (Answer all the questions)**

**30 POINTS**

**QUESTION ONE**

- a) Encode the following cities (10 marks)
- a. Cairo
  - b. Johannes burg
  - c. London
  - d. Dubai
  - e. Sydney
  - f. Frankfurt
  - g. Amman
  - h. Mumbai
  - i. New York
  - j. Los Angeles
- b) Explain the benefits of using Billing and Settlement Plan (BSP) to the travel and tour agents (10mks)

- c) Determine the correct global indicator for the following routes: (10mks)
- Amman-Nairobi-Harare-Johannesburg
  - Sydney-Perth-Bangkok-Moscow
  - Honolulu- Los Angeles-Mexico-Lima
  - Casablanca-Madrid- Washington-Atlanta
  - Copenhagen- St.Petersburg-Moscow-Seoul
  - Amsterdam- Boston – San Diego-Manila
  - Buenos Aires-Las vegas- Auckland
  - Kuala Lumpur- Capetown-Sao Paulo
  - Santiago De Chile- Johannesburg-Singapore-Hong Kong
  - Dublin- Paris- Tokyo- Hong Kong

**SECTION B (Answer only TWO questions)**

**QUESTION TWO**

Refer to the Fare Calculation Box below & answer the following questions (10Mks)

MIL AZ X/FRA LH AMS LH LON BA LAX M AMSLAX2533.21 NUC 2533.21END  
ROE1.08786

CITIES	Y OW FARES IN NUCS
MIL-LON	585.67
AMS- LAX	2533.21
<b>MIL-LAX</b>	<b>2023.53</b>

- Name the type of journey
  - How many transfers are in the entire journey?
  - How many stopovers are in the entire journey?
  - In which sub area is the origin city located?
  - What Global Indicator best serves the route?
  - Is there any HIP Fare? (YES/NO) if yes indicate where and the amount in NUC
  - What is the fare in local currency fare?
  - How many fare components can you identify?
  - Which is the predominant carrier in the routing?
- b) Explain the impact of Global Distribution Systems (GDS) to the Travel Industry (10mks)

### QUESTION THREE

Determine the lowest applicable normal adult fare for the journey below;  
Itinerary: Toronto-AC-Chicago-AA-Miami-AA-Buenos Aires-RG-Sao Paulo  
Fare Type: First class normal  
TPMs: YTO-CHI 436, CHI-MIA 1190, MIA-BUE 4417, BUE SAO 1056

(20 Marks)

Stopovers: At all points, except Miami

#### FARES IN NUCS

	<b>FOW</b>	<b>MPM</b>
YTO-SAO	2336.30	6090
YTO- CHI	984.77	
YTO - BUE	2248.68	
CHI-BUE	3014.00	
CHI -SAO	3035.00	
BUE-SAO	495.00	

### QUESTION FOUR

Calculate the lowest applicable normal adult fare the route below;  
Itinerary: Bangkok-MH-Kuala Lumpur-MH-Mauritius-HM-Mahe Island  
Fare Type: Business Class Normal  
TPMs: BKK KUL 762, KUL MRU 3387, MRU SEZ 1104  
Stopovers: At all points

(20 Marks)

BKK	TPM	Carrier	Class
KUL	762	MH	C
MRU	3387	MH	
SEZ	1104	HM	

#### FARES IN NUCS

	<b>COW</b>	<b>MPM</b>
BKK-KUL	184.67	914
BKK-MRU	1052.96	5247
BKK-SEZ	796.68	6118
KUL- MRU	1368.42	4407
KUL - SEZ	1117.10	5732
MRU- SEZ	306.51	1324

## QUESTION FIVE

- a) identify three Standard Traffic Documents (3mks)  
 b) Outline five significance of using an Electronic Ticket (5mks)  
 c) Use the extract below;

WETR*T0233426795168<<											1
ELECTRONIC TICKET RECORD											
INV:	CUST: CUST254673					PNR: BSDEXY					2
TKT: 03214658621	ISSUED: 08AUG16					ISO: DE IATA:785763					
NAME: MWAJUMA/ALI MS											3
PSEUDO: BXAY PLATING CARRIER: BA											
FOP: CA4659321574352*8102/0076482 S											
USE	CR	FLT	CL	DATE	BRDOFF	TIME	ST	F/B			4
OPEN	BA	1861	F	10SEP	NBOLON	0800	1300	OK	WAP60	5	
OPEN	BA	1589	F	15SEP	LQNNBO	1400	1900	OK	WAP60	6	

Identify and explain the indicated areas of the E-Ticket above (12mks)

## APPENDICES

### CURRENCY CONVERSION RATE TABLE

COUNTRY	CURRENCY CODE	IROE IN NUC	ROUNDING UNITS		DECIMAL UNIT
			Higher Unit	Nearest Unit	
AUSTRALIA	AUD	1.979350	H1		2
CANADA	CAD	1.551818		N1	2
GERMANY	EUR	1.087860	H1		2
HONG KONG	HKD	7.799900	H10		0
IRAQ	IQD	0.312400	H0.1		3
ITALY	ITL	2106.39118 3	H100		0
JAPAN	JPY	120.131767	H100		0
MALI	XOF	713.589552	H100		0
MAURITANIA	MRO	252.042000	H20		0
MOROCCO	MAD	10.715605	H5		0
PAKISTAN	PKR	60.304643	H10		0
TANZANIA	USD	1.000000		N1	2
THAILAND	THB	43.643504	H5		0
TUNISIA	TND	1.394640	H0.1		3

USA	USD	1.000000		N1	2
SINGAPORE	SGD	1.760780		N1	0

**EMS**

If result is Surcharge the fare by;

- Over 1.00000 but not higher than 1.05..... 5%
- Over 1.05000 but not higher than 1.10 ..... 10%
- Over 1.10000 but not higher than 1.15 ..... 15%
- Over 1.15000 but not higher than 1.20 ..... 20%
- Over 1.20000 but not higher than 1.25 ..... 25%

**EMA**

The Extra mileage allowance is not applicable.