



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF: BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

(BSTMS22)

HHT 4306: ADVANCED AIRFARE AND TICKETING

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date Apr 2025

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.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Distinguish between;
 - i. checked and unchecked baggage
 - ii. Associated Electronic Miscellaneous Document (EMD-A) and stand-alone Electronic Miscellaneous Document (EMD-S) (8mks)
- b) Determine the correct global indicator for the following routes: (6mks)
 - i. Amman-Nairobi-Harare-Johannesburg
 - ii. Sydney-Perth-Bangkok-Moscow
 - iii. Honolulu- Los Angeles-Mexico-Lima
 - iv. Casablanca-Madrid- Washington-Atlanta
 - v. Kuala Lumpur- Cape town-Sao Paulo
 - vi. Santiago De Chile- Johannesburg-Singapore-Hong Kong

- c) Describe five restrictions in special/promotional fares (10mks)
 d) Determine the International Sale Indicators (ISI) for the routings below; (6mks)

JOURNEY	SOLD IN	TICKETED IN	ISI
HRE – NBO- CAI	HRE	NBO	
PAR- DEL –JKT	FRA	PAR	
RIO – CCS – NYC	SAO	SAO	
LON – ATH – JNB	JNB	CPT	
YMQ – LIS – TLV	CHI	TLV	
STO – MEX – BOG	OSL	CPH	

QUESTION TWO

- a) Identify three Standard Traffic Documents (STDs) (3mks)
 b) highlight five ways of making payments in the travel industry (5mks)
 c) Use the extract below;

WETR*T0233426795168<<

ELECTRONIC TICKET RECORD

INV: CUST: CUST254673 PNR: BSDEXY

TKT: 03214658621 ISSUED: 08AUG16 ISO: DE IATA:785763

NAME: MWAJUMA/ALI MS

PSEUDO: BXAY PLATING CARRIER: BA

FOP: CA4659321574352*8102/0076482 S

USE	CR	FLT	CL	DATE	BRDOFF	TIME	ST	F/B
OPEN	BA	1861	F	10SEP	NBOLON	0800	1300	OK WAP60
OPEN	BA	1589	F	15SEP	LONNBO	1400	1900	OK WAP60

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

QUESTION THREE

Determine the lowest applicable normal adult fare for the following journey with a surface sector; (20 Marks)

Itinerary: Toronto-AC-Chicago // 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

Stopovers: At all points

FARES IN NUCS

	FOW	MPM
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

- a) Explain what a security surcharge is (2mks)
- b) Convert the following US arrival taxes into South African currency (ZAR) (6mks)
 - i. US custom fee:- USD 6.50
 - ii. US federal inspection fee:- USD 8.50
- c) Using examples describe four different types of Taxes, Fees and Charges (TFCs) (12mks)

QUESTION FIVE

Using the class differential method, calculate the lowest applicable normal adult fare the route below; (20 Marks)

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

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

	COW	FOW	MPM
BKK-KUL	184.67	335.52	914
BKK-MRU	1052.96	1448.68	5247
BKK-SEZ	796.68	984.66	6118
KUL- MRU	1368.42	2336.30	4407
KUL - SEZ	1117.10	1984.77	5732
MRU- SEZ	306.51	495.00	1324

CURRENCY CONVERSION RATE TABLE

EMS

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%

The Extra mileage allowance is not applicable.