



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 4311: TOURISM SOFTWARE APPLICATIONS : Type unit name.

END OF SEMESTER EXAMINATION

SERIES: DEC 2024

TIME:2HOURS

DATE:Pick DateDec2024

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. AttemptChoose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Examine five functions of an airline Computer Reservation System (CRS) (10 Marks)
- b) Indicate the correct entries for the following requests; (10mks)
1. Availability on Sep 10th from Addis to Toronto
 2. Availability 2 days later
 3. Return to the original display of availability
 4. Return availability 10 days later
 5. Add passenger names Smith John, Alamo Ann and Alamo Andre
 6. Timetable of flights from 22JAN from Zurich to Singapore
 7. Sell 2 seats in first class from line 3
 8. Sell 2 seats on connecting services, F class lines 1 and 2 and Y class line 3
 9. Fare display on 21st October from Cape Town to Cairo via Emirates
 10. Request a fare quote for the cheapest fare and class
- c) Study and interpret the following fare shop display from Galileo Smart point (10mks)

1 FSAMS12JULDEL18JULAMS

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TTL OF 22 PRICING OPTIONS AND 39 ITINERARY OPTIONS RETURNED

PRICING OPTION 1												TOTAL AMOUNT		1395.81 EUR
ADT												TAX INCLUDED		
1	LO	268	L	12JUL	AMS	WAW	1935	2135	MO	E95	LLAD0ENB			
2	LO	71	L	13JUL	WAW	DEL	1540	0210	#	TU	788	LLAD0ENB		
3	LO	72	L	18JUL	DEL	WAW	0955	1410		SU	788	LLAD0ENB		
4	LO	267	L	18JUL	WAW	AMS	1635	1845		SU	E95	LLAD0ENB		
«BOOK» +TQ														D R +1

PRICING OPTION 2												TOTAL AMOUNT		1487.40 EUR
ADT												TAX INCLUDED		
1	EY	78	V	12JUL	AMS	AUH	1440	2310	MO	781	VLRV2NL			
2	EY	210	V	13JUL	AUH	DEL	0140	0640		TU	321	VLRV2NL		
3	EY	211	E	18JUL	DEL	AUH	0445	0645		SU	789	ELRV2NL		
4	EY	77	E	18JUL	AUH	AMS	0805	1305		SU	781	ELRV2NL		
«BOOK» +TQ														D R +1

PRICING OPTION 3												TOTAL AMOUNT		1564.11 EUR
ADT												TAX INCLUDED		
1	TK	1960	Q	12JUL	AMS	IST	1740	2210	MO	333	QN2PX			
2	TK	716	Q	13JUL	IST	DEL	2020	0445	#	TU	77W	QN2PX		
3	TK	717	U	18JUL	DEL	IST	0650	1100		SU	77W	UHAPPYRT		
4	TK	1959	U	18JUL	IST	AMS	1330	1610		SU	333	UHAPPYRT		
«BOOK» +TQ														D R

PRICING OPTION 4												TOTAL AMOUNT		1600.23 EUR
ADT												TAX INCLUDED		
1	OR	274	Q	12JUL	AMS	DOH	1615	2340	MO	77W	Q1R7P1URX			

SECTION B (Answer only TWO questions)

QUESTION TWO

- Indicate **five** key entries used in displaying the five mandatory fields of a booking file (Passenger Name Record) in Galileo reservation software (10 marks)
- Study the availability display extract below and identify areas indicated (A to J) (10mks)

WED 14MAY09 FRANKFURT /LONDON AREA 14/0700 14/2359 G*GAL														
1	FRA	LHR	0720	0805	BA	901	C9	D9	S9	B9	K9	M9	L9	H9 757C*E
2	FRA	LHR	0730	0755	LH4002	CA	DA	HA	BA	LA	GA	YA	TA	733B E
3	FRA	LGW	0740	0820	BA2913	C9	D9	S9	B9	K9	M9	L9	H9	737B*E
4	FRA	LGW	0815	0915	BD 391	YA	SA	BA	MA	HA	QA	VA	KA	747C E
5	FRA	LHR	0930	0955	LH4004	CA	DA	HA	BA	LA	GA	YA	TA	AB3B E
6	FRA	LHR	1125	1200	BA 903	C9	D9	S9	B9	K9	M9	L9	H9	767C*E
	A	B	C	D	E	F	G						H	I J

QUESTION THREE

- a) Indicate the entry to display fares from San Francisco to Vancouver on 15th Dec via delta airlines in American dollars (2mks)
- b) Describe the information contained in the fare display extract below (18mks)

UNSALEABLE FARES MAY EXIST											
FARES LAST UPDATED 07JAN 14:23PM											
LH FRA-SIN DEPART 12JUN											
MPM 8097 EH											
ADDITIONAL TAXES/FEES MAY APPLY											
PUBLIC FARES											
	CX	FARE EUR	FARE BASIS	C	AP	MIN/ MAX	SEASONS.....			MR	GI DT
1	LH	603.00R	WLRCDE5	W	7+	U/12M	06APR	-18JUN		R	EH
2	LH	733.00R	VLRCDE5	V	4+	U/12M	06APR	-18JUN		R	EH
3	LH	870.00R	QLRCDE5	Q	1+	U/12M	06APR	-18JUN		R	EH
4	LH	1046.00R	HLRCDE5	H	+	U/12M	06APR	-18JUN		R	EH
5	LH	1217.00R	MLRCDE5	M	+	U/12M	06APR	-18JUN		R	EH
6	LH	1388.00R	BLRCDE5	B		U/12M	06APR	-18JUN		R	EH
7	LH	2007.00R	BFFDE5	B		/12M				R	EH
8	LH	2869.00R	ZRCDE5	Z	21+	U/12M				R	EH
9	LH	3312.00R	Y22RT	Y						M	EH
10	LH	3619.00R	DRCDE5	D	7+	3/12M				R	EH
11	LH	3919.00R	DFFDE5	D		/12M				R	EH
12	LH	4521.00R	Y77RT	Y						M	EH
13	LH	2306.00	Y220W	Y						M	EH
14	LH	5202.00R	C22RT	C						M	EH

QUESTION FOUR

- a) Identify six functions of an airline Computer Reservation System (6 marks)
- b) Distinguish between the following terms as used in Galileo reservation software;
 - i. Other Service Information (OSI) and Special Service Requirement (SSR) (4 marks)
 - ii. Vendor Locator (VL) and Vendor Remarks (VR) (4marks)
 - iii. Associated itinerary remarks and Unassociated itinerary remarks (4marks)
 - iv. Ignore (I) and End (E) (2marks)

QUESTION FIVE

- a) Identify and describe four types of global distribution systems used in the travel industry today (8mks)
- b) As a newly appointed marketing manager of a tour firm in Mombasa, briefly explain how you can take advantage of information technology to boost the sales of the company (12 Marks)