



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

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 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 Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Describe five significance of Management Information Systems to the tourism industry. (10mks)
- b) Explain five functions of the Global Distribution System in the travel industry (10mks)
- c) Describe the information likely to be displayed when one successfully signs on to a Galileo system window (5mks)
- d) Study the following itinerary segment to answer the questions below. (5mks)

1. QF 1 Y 13JUL MELLHR HS3 1330#0655 O

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- i. Identify the class of service in which the above segment is booked
- ii. Determine the number of passengers traveling together in the above air itinerary
- iii. State the day of the week the passengers will depart
- iv. Identify the board point
- v. Note down the time the flight is scheduled to arrive at the destination

SECTION B (Answer only TWO questions)

QUESTION TWO

- 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)

QUESTION THREE

- a) Write down the correct entries to sign on and off a Galileo system (4mks)
- e) Refer to the following availability display to answer questions (i) through (v):

```
SUN 12OCT09 LONDON AREA/GENEVA      12/0000 12/2359  G*GAL
1 LHR GVA 0850 1115 BA 622 C9 D9 S9 B9 K9 M9 L0 H0#757C*E
2 LGW1GVA 0855 1125 BA 672 C9 D9 S9 B9 K9 M9 L0 H0#B11C*E
3 LHR GVA 1005 1235 LX 831 JA CA DA YA MA LA HA KR D9SC*E
4 LGW GVA 1330 1600 BA 674 C9 D9 S9 B9 K9 M9 L9 H9#B11C*E
5 LHR GVA 1505 1735 LX 833 JA CA DA YA MA LA HA KR D9SC*E
6 LHR GVA 2000 2230 BA 636 C9 D9 S9 B9 K9 M9 L0 H0#757C*E
```

- i. Find the flight that makes one stop between the board point and the off point (1mk)
- ii. Identify the type of aircraft used on the British Airways flight that departs at 0850 (1mk)
- iii. State the time Swiss 833 is scheduled to arrive in Geneva (1mk)
- iv. Identify the number of stops made by BA 674 (1mk)
- v. Are seats available for immediate confirmation in B class on the British Airways flight departing at 1330? (1mk)
- vi. Identify the number of non-stop direct flights available on this availability screen (1mk)
- b) Describe five steps followed in making a successful air travel reservation (10mks)

QUESTION FOUR

- a) Describe **five** mandatory parts of Passenger Name Record (Booking File) created in Global Distribution Systems (10 Marks)

- b) The following output was obtained from an entry seeking flight time table details in Galileo GDS. Explain the contents of the output (10 marks)

```
>TT1JANFRAAMS
01JAN16-28JAN16 MTWTFSS FRANKFURT /AMSTERDAM
05JAN          1234567 FRA AMS 0655 0815 @KL1762 E90*C
          04JAN  1234567 FRA AMS 0655 0815 @KL1762 F70*C
02JAN  09JAN   .....67 FRA AMS 0850 1005 @NH5410 320*C
09JAN  09JAN   .....6. FRA AMS 0850 1005 LH 988 320*C
21JAN  21JAN   ...4... FRA AMS 0850 1005 @NH5410 319*C
04JAN  15JAN  12345.7 FRA AMS 0850 1005 @NH5410 32A*C
          01JAN  1234.67 FRA AMS 0850 1005 LH 988 32A*C
16JAN  17JAN   .....67 FRA AMS 0850 1005 @NH5410 320*C
18JAN  27JAN  123.567 FRA AMS 0850 1005 @NH5410 32A*C
16JAN  17JAN   .....67 FRA AMS 0850 1005 LH 988 320*C
02JAN  03JAN   .....67 FRA AMS 0850 1005 LH 988 320*C
04JAN  08JAN  12345.. FRA AMS 0850 1005 LH 988 32A*C
)>
```

QUESTION FIVE

- a) Indicate the entries to execute the commands below; (10mks)
- Sign off from Galileo smart point
 - To clear a window that you have been working on
 - To determine the three letter code for Pensacola city
 - The airline represented by the code HA
 - To display previous entries that you made using a keyboard entry
 - To display seats on availability screen that are on alpha coding (CA)
 - To add a connection point (AMS) to a flight from CPT to NYC
 - Display direct flights
 - Cancel an entire flight itinerary
 - Display timetable for British Airways
- b) Highlight 10 impacts of ICT in the tourism industry (10 Marks)