



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT
(DTM M11)

BHT 2301: TOURISM SOFTWARE APPLICATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Highlight **FIVE** reasons why it is necessary for travel professionals to have knowledge and skills in Information Communication Technology. **(10 marks)**
- b) Describe **FIVE** mandatory components of a Booking File in the Galileo GDS. **(10 marks)**
- c) Explain how social media can be used by travel and tourism suppliers to enhance their product distribution. **(10 marks)**

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

- a) Differentiate the following terms used in Galileo GDS
 - i) Coding and decoding of airports and cities
 - ii) Signing in and signing off
 - iii) Itinerary field and received from field
 - iv) Vendor locator data and mileage membership data
 - v) Connecting flight and stopping flight **(10 marks)**
- b) Make appropriate entries for the following in Galileo GDS.
 - i) Retrieving a booking file for Mr. James Ambali
 - ii) Displaying the Itinerary field for a specific booking file
 - iii) Displaying vendor locator data for a specific booking file
 - iv) Requesting availability of flights between Nairobi and London on 22nd July
 - v) Follow up journey availability by journey time. **(10 marks)**

QUESTION 3

- a) Describe **SIX** benefits of Global Distribution System (GDS) to travel agents. **(10 marks)**
- b) Differentiate between the following terms used in tourism software applications:
 - i) Operating system software and application software
 - ii) Global Distribution System (GDS) and Computer Reservation System (CRS)
 - iii) Back office systems and front office system
 - iv) Blog and Twitter **(8 marks)**

QUESTION 4

- a) Describe various sources of information of Global Distribution Systems (GDSs). **(10 marks)**
- b) What is the internet and highlight **FOUR** ways in which travel agents and tour operator make use of it. **(10 marks)**

QUESTION 5

- a) Explain the response figure screen shot **1** provided after an entry A22JULMANDUB for requesting availability in Galileo GDSs. **(10 marks)**
- b) Give the information provided in figure-screen shot **2** provided which describes a response after the entry TTL1 regarding timetable of a flight in Galileo GDS. **(10 marks)**