



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

(A Centre of Excellence)

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR:

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4204: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2012

TIME ALLOWED: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

This paper consists of **TWO** sections **A & B**

Answer **ALL** questions in section **A** and any other **TWO** from section **B**

This paper consists of **TWO** printed pages

SECTION A (Compulsory)

Question One

Describe **FIVE** reasons why it is important for travel planners to have adequate knowledge in airfare construction and ticketing. **(10 marks)**

Question Two

Describe the content and use of information found in the Passenger Air Tariff Manual. **(10 marks)**

Question Three

Describe the major steps followed during the construction of an airfare. **(10 marks)**

SECTION B (Answer any TWO questions in this section)

Question Four

- a) Discuss **FIVE** conditions that may be applicable to special fares in airfare construction. **(10 marks)**
- b) Describe the parts of a ticket booklet and the important information that is found in the Passenger Coupon in air travel **(10 marks)**

Question Five

- a) Discuss the benefits of the Billing Settlement Plan in air travel to Airlines and travel agents. **(10 marks)**
- b) Describe **FIVE** methods that may be used by travelers whose paying for their ticket services in international air travel. **(10 marks)**

Question Six

- a) Describe any **FIVE** types of taxes, fees or charges (TFCs) that may be applicable in an international fare construction activity. **(10 marks)**
- b) Explain why passengers use Miscellaneous Charges Orders (NCO's) in air travel. **(10 marks)**

Question Seven

- a) Describe the checks that could be used in constructed airfares. **(10 marks)**
- b) Discuss the provisions of Standard Condition 100 and 101 for special fares as a reference of General Rules in international air travel. **(10 marks)**

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