



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF PURE AND APPLIED SCIENCE

DEPARTMENT OF TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2017/2018 ACADEMIC YEAR

**SECOND YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN TOURISM MANAGEMENT**

HTM212: RESERVATION SYSTEMS AND AIR TICKETING

DURATION: 2 HOURS

DATE: 18TH APRIL 2018

TIME: 2.00PM – 4.00PM

Instructions to Candidates:

1. Answer **Section A** and **Any Other Two** questions in **Section B**.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION (30 Marks)

QUESTION ONE

- a) Describe two (2) major softwares used in travel reservation and air ticketing. (10 Marks)
- b) Explain the meaning of the following terms as used in the air transport industry;
 - i. Scheduled flights (2 Marks)
 - ii. Open-Jaw flights. (2 Marks)
- c) The International Air Transport Association (IATA) is an international industry trade group of airlines. State three (3) main objectives of IATA. (3 Marks)
- d) Explain the term “Frequent Flyer Program” and its relevance to the client. (3 Marks)
- e) Due to technological advancement, most airlines have resolved to use Electronic Ticket. Highlight five (5) advantages of e-ticketing to the client. (10 Marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) State the capital city of the following countries; (2 Marks)
 - i. Germany
 - ii. Thailand
 - iii. Peru
 - iv. Namibia
- b) Name five (5) main airports in London, United Kingdom. (5 Marks)
- c) Decode the following; (2 Marks)
 - i. MOMBASA
 - ii. MONTREAL
 - iii. CAIRO
 - iv. SYDNEY
- d) Encode the following cities; (2 Marks)
 - i. LAX
 - ii. EBB
 - iii. PAR
 - iv. MAD

- e) As a travel consultant, it is important to understand the various terms used in the air travel industry. Explain the meaning of the following terms;
- i. Checked baggage. (2 Marks)
 - ii. Minimum Connecting Time. (2 Marks)
- f) Identify five “freedom of the air” in the air transport. (5 Marks)

QUESTION THREE (20 MARKS)

- a) Answer the following questions concerning electronic ticket below

E-TICKET RECORD									
INV: 0321562			CUST: 365421			PNR: HBGWT8			
TKT: 2202345123446			ISSUED: 20JUN09			PCC: 3DE7IATA: 92311941			
NAME: WHITE/JAMES MR									
FOD: NONREF									
CPN	A/L	FLT	CLS	DATE	BRD OFF	TIME	ST	F/B	STAT
1	EK	760	Q	02FEB	FRADEL	1845	OK	QLEE4M	OPEN
2	EK	761	Q	05FEB	DELFRA	1715	OK	QLEE4M	OPEN
FARE: EVR 1442.00 TAX EUR 4.71 DE TAX EUR 15.5RA TAX 9.39FT TAX EUR3.76 WO TOTAL EUR1475.37									
FRA EKDEL M696.78 QLEE4M LHFRA M696.78QLEE4M NUC 1393.56 END									
ROE: 1.034754 XT 29.61 FT 3.76 WO									

- i. The full name of the airline. (1 Mark)
 - ii. The total fair excluding taxes, fees and charges in NUC. (1 Mark)
 - iii. The IATA rate of exchange (ROE). (1 Mark)
 - iv. What is the maximum validity for this ticket? (1 Mark)
 - v. State what the letter Q represents under the column “CLS”. (1 Mark).
- b) Describe the procedures a passanger who arrives at JKIA airport for a flight to London is expected to go through. (10 Marks)

- c) Assume you are working as Ground staff for an airline. Describe the six travel documents that you are required to check for international passengers travelling from Nairobi to London. (3 Marks)
- d) Upon flight arrival at the airport, at the arrival lounge there are RED and GREEN channels of customs control. Explain the difference of the two channels. (2 Marks)

QUESTION FOUR (20 MARKS)

- a) In the blank map shown/attached, identify (10 Marks)
- i. Country Marked A
 - ii. Country Marked B
 - iii. Country Marked C
 - iv. City Marked No. 1
 - v. City Marked No. 2
 - vi. City Marked No. 3
 - vii. Island Marked Q
 - viii. The water body marked X
 - ix. The water body marked Y
 - x. The water body marked Z
- b) Analyze five (5) major softwares used in travel reservations and air ticketing. (5 Marks)
- c) Working as a Ticketing Agent at the British Airways, identify the five (5) ways by which you can be able to retrieve a flight booking on the Computerized Reservation System. (5 Marks)