



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN
HOSPITALITY AND TOURISM MANAGEMENT

DTM 032: INTRODUCTION TO AIRFARE AND TICKETING

DATE:

TIME:

INSTRUCTIONS.

Question 1 is Compulsory. Answer any other two Questions.

1. a) Name two sub areas that fall under the following traffic conference areas of the world.
- (i) Traffic conference area 1 (TC1)
 - (ii) Traffic conference area 2 (TC2)
 - (iii) Traffic conference area 3 (TC3) (6 marks)
- b) Complete the table below by identifying the city name, country name and traffic conference area. (9 marks)

City Code	City Name	Country Name	Traffic Conference Area
AAR			
ABZ			
BAH			
PEK			
CJC			
DAL			

- c) A Flight AF 032 leaves Paris at 12:30 on Tuesday 12th Dec. and arrives in Montreal at 13:55 on the same day. If Paris is GMT+1 and Montreal is in GMT-5. What is the total transport time. (5 marks)
- d) Define the following term as used in airfare and ticketing.
- i. Round trip
 - ii. Open jaw
 - iii. Flight coupon
 - iv. Babbage
 - v. I.A.T.A.
2. a) Name ten dangerous or offensive items that cannot be transported as baggage on an air craft. (10 marks)
- b) Explain five reasons that can make a carrier to refuse carriage of a passenger. (10 marks)
3. a) Describe FIVE circumstances when the validity of passenger ticket can be extended. (10 marks)
- b) Electronic ticketing is the standard form of ticketing worldwide for IATA accredited travel agencies. Explain five advantages of electronic ticketing. (10 marks)
4. a) Define the following terms.
- i. Official air line guide (2 marks)
 - ii. Electronic ticket (2 marks)
- b) State four contents found in official airline guide. (4 marks)
- c) A person travels from Nairobi to Delhi Nonstop on 24th June 2016 to return on 10th July 2016 through Entebbe. He needed to travel business class journey.

Use the information provided to calculate the fare payable.

		MUC	TPM	MPH	EMA
NBO				3520	
DEL	USD	1509	3840		200
CAIR	USD	1640	1290		
ENT	USD	1490	1900		
NBO		240	900		

IROE Kes.102.47372 (12 marks)

5. a) i) Name three standard traffic documents. (3 marks)

- ii) State two uses of standard traffic document. (2 marks)
- b) There are different classes of service and seat selection in airlines, as a tour agent working for Kenya Airways, Explain to a client the services and facilities available to first class passengers.