



**SCHOOL OF TOURISM**

**FINAL EXAMINATION**

Student ID (in Figures) : 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : \_\_\_\_\_  
\_\_\_\_\_

Course Code & Name : **TOU1133 Air Travel Ticketing**  
Trimester & Year : January – April 2018  
Lecturer/Examiner : Jaston Ng Kiam Yong  
Duration : 2 Hours

---

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 3 parts:  
PART A (15 marks) : There are FIFTEEN (15) multiple choice questions. Please circle the CORRECT answer.  
PART B (60 marks) : There are EIGHT (8) short answer questions. Answers ALL questions in the spaces provided.  
PART C (25 marks) : There is ONE (1) calculation question. Answers the question in the calculation sheet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from BERJAYA University College.

**Total Number of pages = 11 (Including the cover page)**

**PART A: MULTIPLE-CHOICE QUESTIONS (15 MARKS)**

**INSTRUCTION(S):** There are FIFTEEN (15) multiple-choice questions. Please circle the CORRECT answer.

---

Refer to the following journey to answer question 1 to 5.

Journey:

	LIS		
X/	VIE		
	LHR		NUC 535.00
X/	AMS		M
X/O	CDG		
	LIS		NUC 535.00

1. What is the Origin and Destination of the routing?
  - a. Vienna and Amsterdam
  - b. Paris and Lisbon
  - c. Lisbon and London
  - d. None of the above
2. What is the transit point in this routing?
  - a. Paris
  - b. London Heathrow Airport, United Kingdom
  - c. Vienna and Amsterdam
  - d. All of the above
3. What is the stopover point in this routing?
  - a. Canberra
  - b. AMS
  - c. Charles De Gaulle Airport, France
  - d. None of the above
4. What is the type of journey for this routing?
  - a. One Way
  - b. Round Trip
  - c. Circle Trip
  - d. Open Jaw
5. What is the point of turnaround in this routing?
  - a. AMS
  - b. CDG
  - c. LIS
  - d. None of the above

6. What does TC stand for?
- Traffic Control
  - Time Calculator
  - Traffic Conference
  - None of the above
7. What are the two items must be presented at the Passport Control Zone?
- Tickets and boarding card
  - Visa and tickets
  - Passport and boarding pass
  - Passport and tickets
8. Transfer point is:
- only an intermediate ticketed connection point
  - an intermediate ticketed break point
  - a transit point
  - an intermediate stopover point or an intermediate no stopover point
9. The Global Indicator refers to travel within Area 1 is:
- EH
  - WH
  - TG
  - EK
10. An \_\_\_\_\_ flight is between two cities with the departure city in one country and the arrival city in another city. E.g. London to Stockholm
- Domestic
  - International
  - Open Jaw
  - All of the above

11. Convert the NUC below to the Local Selling Fare with the given IROE.

Country	NUC	IROE
United Kingdom	324.79	1.38056

- a. 448.39
- b. 448.392
- c. 448.3920
- d. 448.39208

12. Local selling fares are in the currency of the \_\_\_\_\_

- a. Country of commencement of international travel
- b. Country of destination of international travel
- c. Country of intermediate point of international travel
- d. None of the above

13. Airport code is used for:

- a. Making flight reservation
- b. Indication for passenger boarding pass
- c. Making e-ticket for passenger
- d. All the above

14. Which of the following is the Fare Construction Point?

- a. The origin of a fare component
- b. The turnaround point of a return journey
- c. The destination of a fare component
- d. All of the above

15. What does "NUC" stands for?

- a. Neutral Unit of Construction
- b. Neutral Unit of Calculation
- c. Neutral Unit of Currency
- d. All of the Above

**END OF PART A**

**PART B: SHORT ANSWER QUESTIONS (60 MARKS)**

**INSTRUCTION(S):** There are EIGHT (8) short answer questions. Answers ALL questions in the spaces provided.

**Question 1**

Which Global Indicator code will apply to the routing shown below? **(10 marks)**

<b>Routing</b>	<b>Global Indicator</b>
i. London – Seoul – Bangkok	
ii. Hong Kong – Harare – Johannesburg – Sao Paulo	
iii. Malaysia – Thailand – India – Egypt	
iv. Taipei – New York – London	
v. Frankfurt – Rome – Seoul – Singapore	
vi. Vancouver – San Francisco – Bogota	
vii. London – New York – Rio de Janeiro	
viii. Moscow – Tokyo – Taiwan – Hong Kong	
ix. Tokyo– Beijing – St. Petersburg	
x. Brazil – Mauritius – Malaysia	

**Question 2**

Indicate the Traffic Conference Areas and Sub-Areas for the following countries. **(10 marks)**

<b>Country</b>	<b>Traffic Conference Areas</b>	<b>Sub-Areas</b>
Pakistan		
Australia		
Germany		
Poland		
Canada		

**Question 3**

Calculate the following Local Selling Fare.

**(5 marks)**

No	Country	Y OW NUC	IROE	LSF
1	Russia	154.49	1.05	
2	Iceland	324.94	86.465919	
3	Singapore	201.34	2.33	
4	Indonesia	1293.35	101.465	
5	Norway	203.89	134.203	

**Question 4**

Decode and encode the following airline name and number.

**(12 marks)**

Airline Name	Airline Code	Airline Number	Country
British Airways	BA		
		180	
	KL	074	
	QF		Australia
		079	

**Question 5**

Complete the following Excess Mileage Surcharge table calculation.

**(5 marks)**

No.	MPM	TPM	EMA	Raw Result	EMS Entry
1	8000	6594	103		
2	9574	10365	NIL		
3	230	220	NIL		
4	6549	8561	810		
5	2361	4590	1000		

### Question 6

Refer the following flight timetable and answer the question:

(6 Marks)

Day	Dep/Arr	Flight Number	Transfer City	Arr/Dep	Aircraft
<b>From SINGAPORE SIN GMT+8:00</b>					
<b>To EDINBURGH EDI GMT+1:00</b>					
1 2 3 4 5 6 7	2355/1155+1	<b>SQ26/SQ2150+</b>	FRA	0640/1100	A380-800/A321
Disc. OCT27, Exc. OCT10 - OCT11, OCT17 - OCT18, OCT24 - OCT26					
1 2 3 . 5 . .	2355/1155+1	<b>SQ26/SQ2150+</b>	FRA	0640/1100	A380-800/32A
OCT10 - OCT28, Exc. OCT12 - OCT14, OCT19 - OCT21					
1 2 3 4 5 6 7	2355/1140+1	<b>SQ26/SQ2150+</b>	FRA	0620/1040	A380-800/32A
Eff. OCT29, Exc. NOV24, DEC1, DEC8					
. . . 4 . . .	2355/1145+1	<b>SQ26/SQ2150+</b>	FRA	0620/1045	A380-800/32A
Eff. NOV3, Exc. NOV10 - NOV17					

- a. If your customer wants to take a flight on Thursday (3<sup>rd</sup> Nov), which flight can you offer him?

Answer: \_\_\_\_\_

- b. According to the flight that you have selected for him (as in question no. 1), what is the arrival time in Edinburgh?

Answer: \_\_\_\_\_

- c. How many non-stop flights operate between Singapore and Edinburgh in a week?

Answer: \_\_\_\_\_

- d. What is the transit city for this particular flight routing?

Answer: \_\_\_\_\_

- e. What is the departure time from the transfer city for 29<sup>th</sup> Oct?

Answer: \_\_\_\_\_

- f. What is the aircraft type use for SIN – FRA routing?

Answer: \_\_\_\_\_

**Question 7**

**(6 Marks)**

Refer the following statement and fill up the correct meal plan.

- a) This is a vegetarian meal that is prepared in Chinese or Oriental-style.

Answer: \_\_\_\_\_

- b) This meal may be ordered for dietary reasons. It may also be ordered by members of certain communities who eat only fruit while fasting. It contains one or more of these ingredients: seasonal fresh fruit.

Answer: \_\_\_\_\_

- c) This meal is preparing using lean cuts of meat, poultry or fish, low fat dairy products and low in saturated fatty acids. It is suitable for passengers wishing to follow a fat-restricted diet.

Answer: \_\_\_\_\_

- d) This meal is suitable for children between 2 and 12 years old; and is a combination of fun yet healthy food items.

Answer: \_\_\_\_\_

- e) This meal may contain fish and/or seafood prepared according to local specifications. It does not contain meat or poultry.

Answer: \_\_\_\_\_

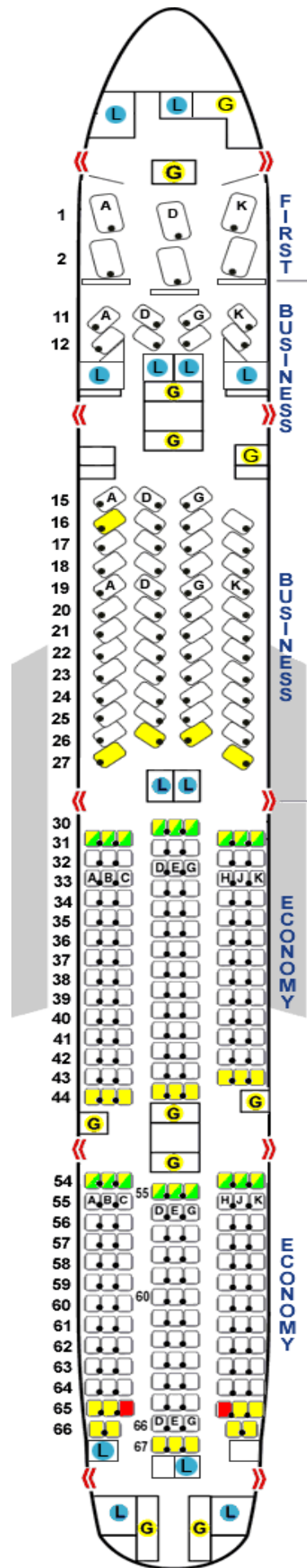
- f) This meal is with no products from animal sources, dairy, eggs, honey, onion and garlic. It is suitable for passengers on a strict vegan diet.

Answer: \_\_\_\_\_



Question 8

Cathay Pacific Airways Boeing 777-300 ER  
Seat Configuration



- a. If your customer is travelling together with an infant, which Economy seat will be the best option?


Answer: \_\_\_\_\_

- b. What is the seat configuration for Business Class?

Answer: \_\_\_\_\_

- c. How many first class seats are available on B777-300 ER for Cathay Pacific Airways?

Answer: \_\_\_\_\_

- d. What is this  sign signify?

Answer: \_\_\_\_\_

- e. Please indicate the best row in the economy seat.

Answer: \_\_\_\_\_

- f. Row 55 in economy seat can also be addressed as?

Answer: \_\_\_\_\_

**END OF PART B**

**PART C: CALCULATION QUESTIONS (25 MARKS)**

**INSTRUCTION(S):** There is ONE (1) calculation question. Answers the question in the calculation sheet provided.

---

**Question 1**

Journey	SIN – SQ – LAX – AA – BOS – AA – HNL (Y CLASS)
Sales & Ticketed	Singapore
Stopover	All at ticketed points
MPM	6890
TPM	6750
EMA	NIL
RUU	1.00
FARE	SINLAX 1305.63; SIN BOS 1500.58; SINHNL 1459.65; LAXBOS 1501.00; LAXHNL 590.57; BOSHNL 420.17; HNLBOS 420.17; HNLLAX 590.57; HNLSIN1300.58 BOSLAX 1300.59; BOSSIN 1458.67; LAXSIN 1405.52

**END OF EXAM PAPER**