



SCHOOL OF TOURISM

RESIT EXAMINATION

Student ID (in Figures) :

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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 = 09 (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:		JKT	
	X/	SGN	
		SHA	NUC 1895.00
	X/O	TYO	M
	X/	TPE	
		JKT	NUC 3850.00

1. What is the Origin and Destination of the routing?
 - a. Perth and Taipei
 - b. Tripoli and Ho Chi Minh City
 - c. Sydney and Seoul
 - d. None of the above

2. What is the transit point in this routing?
 - a. Ho Chi Minh City
 - b. Singapore
 - c. Sydney
 - d. All of the above

3. What is the stopover point in this routing?
 - a. Taichung
 - b. Seoul
 - c. Toronto
 - 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 does "M" stand for in any airfare calculation?
- within Miles
 - within Minimum
 - within Maximum
 - within Mileage
6. "Baggage Allowance" is referring to:
- The amount of baggage each passenger is permitted to transport free of charge.
 - The pieces of baggage each passenger is permitted to transport with a minimum charges.
 - The total of uncheck baggage each passenger is allowed to carry on-board
 - All the above
7. What does "NUC" stands for?
- Neutral Unit of Construction
 - None of the cost incurs
 - Next Unit Cost
 - All of the Above
8. A child should be between:
- 2 to 12 years old
 - 0 to 12 months
 - Above 12 years old
 - All the above
9. What does "ETD" stands for?
- Estimated Time Depart
 - Estimated Time Departure
 - Estimated Time Dependent
 - None of the above
10. The First Class weight system normally allows passengers to carry a maximum of _____ baggage.
- 15kg
 - 25kg
 - 30kg
 - 40kg

11. Air China is an airline company that belongs to:
- Austria
 - Taiwan
 - Hong Kong SAR, China P.R.
 - China
12. What does "MCT" stands for?
- Maximum Connecting Time
 - Minimum Cutting Time
 - Minimum Calculate Time
 - None of the Above
13. What is the meaning of "Transit"?
- Passenger who are temporarily located at a point between their departure & destination less than 24 Hours.
 - Passenger who located at a point between their departure & destination up to 48 Hours.
 - Passenger who stay at a point between their departure & destination more than 24 Hours.
 - None of the above
14. What is the free baggage allowance for the following family members who are travelling from Vancouver to Busan on Economy Class?
- | | | |
|---------------------|--------------|------------------------|
| Mdm Jessica Ong | 48 years old | Paying Discounted Fare |
| Master Benjamin Tan | 10 years old | Paying 50% |
| Miss Shelly Tan | 23 months | Paying 10% |
- 2 Pcs for per pax, per pc < 23kg & 3 unchecked baggages
 - 1 Pc for per pax, per pc > 64kg & 2 unchecked baggages
 - 2 Pcs for per pax, per pc < 32kg & 4 unchecked baggages
 - 1 Pc for per pax, per pc > 20kg & 6 unchecked baggages
15. What is the MAIN characteristic of International Air Transport Association (IATA)?
- Non-voluntary organization
 - Non-political organization
 - Non-exclusive organization
 - 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

Identify the Country of Commencement and Sales Indicator of the following flight journey.
(10 marks)

a) Flight Journey: BOS – ZRH - TPE

COC	Country of Sales	Country of Ticketing	ISIs
	TPE	YVR	

b) Flight Journey: OSL – DOH – KUL - PER

COC	Country of Sales	Country of Ticketing	ISIs
	Denmark	United Kingdom	

c) Flight Journey: SIN – BKK – PEK - SEL

COC	Country of Sales	Country of Ticketing	ISIs
	PEN	KUL	

d) Flight Journey: MYY – BWN – JKT – LON – KUL - MYY

COC	Country of Sales	Country of Ticketing	ISIs
	KCH	Tawau	

e) Flight Journey: CHC – MEL – SYD - WEL

COC	Country of Sales	Country of Ticketing	ISIs
	WEL	WEL	

Question 2

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

Country	Traffic Conference Areas	Sub-Areas
South Korea		
Australia		
Prague		
United State of America		
Laos		

Question 3

List **FIVE (5)** major factors that determine changes on the airfare. **(5 marks)**

Question 4

Decode and encode the following city code and state the country that these cities are located. **(10 marks)**

City Code	City Name	Country
KTM		
LIS		
DUB		
DXB		
TGG		

Question 5

What do the following abbreviations stand for?

(6 marks)

- a) 2 - _____
- b) KUL+1 - _____
- c) VGML - _____
- d) PAX - _____
- e) TPM - _____
- f) UTC - _____

Question 6

Decode and encode the following airline name and number.

(10 marks)

Airline Code	Airline Name	Airline Number
KU		
	Korean Air	
CX		
	KLM Royal Dutch Airlines	
SR		

Question 7

Briefly explain the term “Miscellaneous Charges Order (MCO)” and identify **TWO (2)** of it’s functions.

(4 marks)

Question 8

Refer the following ticket and answer the question:

(5 marks)

ISSUED BY / ÉMIS PAR PASSENGER TICKET AND BAGGAGE CHECK / BILLET DE PASSAGE ET BULLETIN DE BAGAGES
 AVIATION CANADIAN AIRLINES
 ENDORSEMENTS - ENDOCS CARROUSSES

PASSENGER'S COUPON / COUPON DU PASSAGER
 SFO / SFO
 BOOKING REF. / RÉF. RÉG. 054663
 SITTI
 S3MTCQ
 NEEDN FOR EXCHANGE OF

DATE AND PLACE OF ISSUE / DATE ET LIEU D'ÉMISSION
 05998510 19NOV8
 SFOTRAC
 SAN FRANCISCO
 USA

NAME OF PASSENGER / NOM DU PASSAGER MICHEAL / COGEN MR NOT TRANSFERABLE - INCESSIBLE
 COJUNCTION TICKET(S) - BILLET COMPLÉMENTAIRE NMR.J

EO	FROM - DE	NOT GOOD FOR PASSAGE / NON VALABLE POUR TRANSPORT	CARRIER TRANSPORT	FLIGHT VOL.	CL	DATE	TIME HEURE	STATUS ETAT	FARE BASIS BASE TARIF	NOT VALID BEFORE / NON VALABLE AVANT LE	NOT VALID AFTER / NON VALABLE APRÈS LE	ALLOW. FRANCOIS
	VOID					VOID	VOID		VOID VOID	VOID	VOID	
	VOID					VOID	VOID		VOID VOID	VOID	VOID	
	SAN FRANCISCO SFO AA			511	Y	11 NOV	1855	OK	YEE 45			2 PC
	VANCOUVER YVR AA			510	Y	20 NOV	1600	OK	YEE 45			2 PC

FARE - TARIF
 USD 340.00
 TAXES
 XT 27.20
 TOTAL USD 377.20

FORM OF PAYMENT / MODE DE PAIEMENT
 CC VI4789472490970019

SERIAL NUMBER / N° DU BILLET
 001 4498126160

DATE AND PLACE OF ORIGINAL ISSUE / DATE ET LIEU DE PREMIÈRE ÉMISSION

RETAIN THIS COUPON UNTIL ALL TRAVEL IS COMPLETED. USE AS RECEIPT FOR EXPENSE OR INCOME TAX CLAIMS, IF REQUIRED.
 COUPON À CONSERVER JUSQU'À LA FIN DU VOYAGE. VALABLE COMME JUSTIFICATIF DE DÉPENSES OU PÈCE FISCALE.

- What is the departure time for YVR - SFO on the 20 November?

- What is the payment method for this ticket?

- What does "001" for the ticket number indicates?

- What is the fare basis of "YEE45"?

- What are the airport taxes for this ticket?

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	REP – MH – KUL – KA - MFM (Y CLASS)
Sales and Ticketed	Siem Reap
Stopover	All at ticketed points
MPM	2100
TPM	2180
EMA	NIL
RUU	1.00
FARE	REPKUL 198.71; PHNMFM 326.57; KULMFM 333.41; MFMREP 323.14; MFMREP 285.71; KULREP 157.68

END OF EXAM PAPER