

**FACULTY OF HOSPITALITY & TOURISM  
SCHOOL OF TOURISM**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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

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

Course Code & Name : **TOU1133 AIR TRAVEL TICKETING**  
Semester & Year : January – April 2020  
Lecturer/Examiner : Nabila Mohd Yunus  
Duration : 2 Hours

---

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 3 parts:  
PART A (10 marks) : There are TEN (10) Multiple-choice Questions.  
PART B (60 marks) : There are SIX (6) Short Answer Questions.  
PART C (30 marks) : There are TWO (2) Questions, Fare Calculation and Manual Flight Ticket. Answers are to be written in the Fare Construction Form and Manual Flight Ticket Form.
2. The typed answer script, Fare Calculation and Manual Flight Ticket forms **MUST** be submitted along with the declaration form via CN at the end of the examination.

**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 and appendices)**

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

**INSTRUCTION(S):** There are **SIX (6)** short answer questions. Answers **ALL** questions in the spaces provided.

---

**QUESTION 1**

- a) Define the following terms:
- i. Go-show (1 mark)
  - ii. Gateway (1 mark)
  - iii. Sectors (1 mark)
  - iv. Circle trip (CT) (1 mark)
- b) Explain **THREE (3)** missions of IATA. (6 marks)

**QUESTION 2**

State the IATA 3-letter city code and country name for the cities listed below: (10 marks)

CITY NAME	CITY CODE	COUNTRY NAME
a) Lima		
b) Athens		
c) Istanbul		
d) St Petersburg		
e) Port Louis		

**QUESTION 3**

Identify the IATA Traffic Conference areas and Sub-Area for the following countries: (10 marks)

COUNTRY NAME	TC AREA	SUB-AREA
i. Estonia		
ii. Kyrgyzstan		
iii. Honduras		
iv. Suriname		
v. Qatar		

**QUESTION 4**

a) Identify the Global Indicator (GI) for the flight routings below: (5 marks)

FLIGHT ITINERARY	GLOBAL INDICATOR
i. Hong Kong – Vancouver - London	
ii. Osaka – Bangkok – Manila	
iii. Kota Kinabalu – Taipei – Miami	
iv. RIO – MIA	
v. MOW – SIN	

b) Refer to the table below and calculate the Excess Mileage Surcharge (EMS) for the following miles: (5 marks)

Excess Mileage Surcharge Table	
If the result is :	Surcharge the fare by :
Over 1.0 but not higher than 1.05	5%
Over 1.05 but not higher than 1.10	10%
Over 1.10 but not higher than 1.15	15%
Over 1.15 but not higher than 1.20	20%
Over 1.20 but not higher than 1.25	25%

(Extracted from IATA)

MPM	TPM	EMS
a) 780	877	
b) 3690	3790	
c) 6850	6600	
d) 320	390	
e) 11300	12000	

Refer to the table below and answer **Question 5** and **Question 6**:

Country	Standard Clock Time	Daylight Saving Time (DST)	DST Effective Period
Mexico	-6	-5	05 Apr 20 – 25 Oct 20
Germany	+1	+2	29 Mar 20 – 25 Oct 20
Vietnam	+7		
South Korea	+9		
United States	-8	-7	08 Mar 20 – 25 Oct 20
Maldives	+5		
New Zealand	+12	+13	27 Sep 19 – 5 Apr 20
Greenland	-3	-2	28 Mar 20 – 24 Oct 20

**International Time Calculator Table**

### QUESTION 5

- a) What is the GMT for the following cities on 25<sup>th</sup> March 2020: (4 marks)
- i. Nuuk
  - ii. Berlin
  - iii. Christchurch
  - iv. Male
- b) Calculate the local time and identify the date in Auckland, when it is 1300 hours in Mexico City on 4<sup>th</sup> March? (3 marks)
- c) Calculate the local time and identify the date in Hanoi, when it is 2130 hours in Chicago on 15<sup>th</sup> September? (3 marks)

### QUESTION 6

Mr. Adam departs on flight OZ124 from Seoul at 1835 on 22<sup>nd</sup> March 2020 and arrives in Da Nang at 2140 on the same day. Five days later, he boards flight NX433 at 0955 from Da Nang and arrives in Wellington at 1510 on the next day. This trip includes several connections.

- a) Calculate the flying time from Seoul to Da Nang. (5 marks)
- b) Calculate the flying time from Da Nang to Wellington. (5 marks)

**END OF PART B**

**PART C: CALCULATION QUESTIONS (30 MARKS)**

**INSTRUCTION(S): Answer ALL questions by referring to Appendices.**

---

**QUESTION 1**

Calculate the airfare for the following flight journey based on IATA procedures.

Itinerary : Jakarta – GA – London – BA – Copenhagen

Fare type : All in Y class

(15 marks)

**QUESTION 2**

Fill the flight ticket with the information given below. Use the Manual Flight Ticket Form to answer this question.

Passenger name : Mr. George Potter

Itinerary : KUL AUH EY 411 15 February 2020 7.30 p.m. CONFIRMED  
DXB CAI RJ 5 17 February 2020 11.00 a.m. CONFIRMED  
CAI ZRH SR 12 21 February 2020 6.25 p.m. WAITLISTED

Booking class : Business

Airport tax : Malaysia - RM40.00  
United Arab Emirates - AED 35.00  
Egypt - USD25.00

Ticket place of issued : Suria Tour and Travel Services, Kuala Lumpur, Malaysia

Date of issued : 31 January 2020

Form of payment : MasterCard 4418 3214 2010 8210 Expiry date : December 2022

Airline ticket code : 176 – Emirates

Agent code : 41 – 5- 3211

Baggage Allowance : Weight System

(15 marks)

**END OF EXAM PAPER**

## APPENDIX 1

### EXTRA MILEAGE ALLOWANCE TABLE

#### Area 1 EMA

Between	And	Via	Mileage Deduction
Buenos Aires/ Montevideo	Canada/Mexico/ USA	Rio de Janeiro – Sao Paolo with no stopover at either point	510
Buenos Aires/ Montevideo	Caracas	Wholly within South America	400

#### Area 2

##### Within Europe EMA

Between	And	Via	Mileage Deduction
Aberdeen	Stockholm	Any routing	2
Amsterdam	Bergen	Any routing	150
Bilbao	Geneva	Barcelona	102
Copenhagen	Minsk	Vienna	99
Nice	Zurich	Any routing	5

##### Between Europe and the Middle East EMA

Between	And	Via	Mileage Deduction
Europe	Iran (Except Tehran)	Tehran	100
Budapest	Middle East	A point in Europe other than in Hungary	100

#### Area 3 EMA

Between	And	Via	Mileage Deduction
Osaka/Tokyo	Denpasar Bali	Via Jakarta with no stopover	70
Area 3 (except when travel wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	A point in Area 3	Via both Mumbai and Delhi or Mumbai via Delhi or to/from Delhi via Mumbai or via both Islamabad and Karachi or to/from Karachi via Islamabad or to/from Islamabad via Karachi	700

##### Between Area 2 and 3

Between	And	Via	Mileage Deduction
Europe	Australia	Harare – Johannesburg	518
Europe	South Asian Subcontinent	Via both Mumbai and Delhi, or to/from Mumbai via Delhi; or to/from Delhi via Mumbai	700

**APPENDIX 2**

**CURRENCY CONVERSION RATES TABLE**

COUNTRY	CURRENCY CODE	CURRENCY NAME	ONE NUC EQUALS	ROUNDING UNITS		DECIMALS UNITS	NOTE
				FARES	OTHERS		
Australia	AUD	Australian Dollar	1.979350	1	0.1	2	8.17
Brunei	BND	Brunei Dollar	1.64607	1	1	0	
Cyprus	CYP	Cyprus Pound	0.46114	1	0.05	0	8
Denmark	DKK	Danish Krone	8.095746	5	1	0	8
Ecuador	USD	US Dollar	1.000000	1	0.1	2	
Germany	EUR	Euro	0.7967	1	1	2	8
India	INR	Indian Rupee	46.589100	5	1	0	8,26
Indonesia	USD	US Dollar	1.000000	1	0.1	2	5
Malaysia	MYR	Malaysian Ringgit	3.7153	1	1	0	8
Portugal	EUR	Euro	0.7867	1	1	0	
Singapore	SGD	Singapore Dollar	1.6287	1	1	0	8
Thailand	THB	Baht	43.643504	5	5	0	8

### APPENDIX 3

#### AIRFARES TABLE

FARE TYPE	LOCAL CURRENCY	NUC	CARR CODE	RULE	GI MPM & ROUTING
<b>JAKARTA (JKT)</b>					
INDONESIA			US DOLLAR (USD)		
To COPENHAGEN (CPH)					EH 8848
Y	691	2691.00			EH
<b>Y</b>	<b>1313</b>	<b>3313.00</b>			<b>EH</b>
C	795	2795.00			EH
<b>C</b>	<b>1511</b>	<b>3511.00</b>			<b>EH</b>
F	885	4685.00			EH
<b>F</b>	<b>1681</b>	<b>5681.00</b>			<b>EH</b>
To LONDON (LON)					EH 8333
Y	845	2145.00			EH
<b>Y</b>	<b>1606</b>	<b>2606.00</b>			<b>EH</b>
C	972	2572.00			EH
<b>C</b>	<b>1847</b>	<b>2947.00</b>			<b>EH</b>
F	1166	4166.00			EH
<b>F</b>	<b>1316</b>	<b>5316</b>			<b>EH</b>
To SINGAPORE (SIN)					EH 663
Y	199	199.00			EH
<b>Y</b>	<b>376</b>	<b>376.00</b>			<b>EH</b>
C	228	228.00			EH
<b>C</b>	<b>433</b>	<b>433.00</b>			<b>EH</b>
F	297	297.00			EH
<b>F</b>	<b>562</b>	<b>562.00</b>			<b>EH</b>
<b>LONDON (LON)</b>					
UNITED KINGDOM			POUND STERLING (GBP)		
To COPENHAGEN (CPH)					EH 712
Y	244	397.92			EH
<b>Y</b>	<b>255</b>	<b>630.22</b>			<b>EH</b>
C	298	485.86			EH
<b>C</b>	<b>302</b>	<b>845.16</b>			<b>EH</b>
F	312	522.20			EH
<b>F</b>	<b>356</b>	<b>995.20</b>			<b>EH</b>



**APPENDIX 4**

**TICKETED POINT MILEAGE TABLE**

<b>BETWEEN/ AND</b>	<b>TPM</b>	<b>GI</b>	<b>BETWEEN/ AND</b>	<b>TPM</b>	<b>GI</b>
<b>Jakarta</b>			<b>London</b>		
Bangkok	1452	EH	Barcelona	717	EH
Delhi	3119	EH	Copenhagen	594	EH
London	7281	EH	Dhaka	4969	EH
Singapore	557	EH	Hong Kong	5670	EH
<b>Copenhagen</b>			<b>Singapore</b>		
Berlin	220	EH	Copenhagen	6220	EH
Helsinki	550	EH	Jakarta	557	EH
Singapore	6220	EH	London	7281	EH

**FARE CONSTRUCTION FORM**

STUDENT ID : \_\_\_\_\_

QUESTION NO. : \_\_\_\_\_

FCP	
NUC	
RULE	
MPM	
TPM	
EMA	
EMS	
HIP	
CHECK(S) BHC	
TOTAL	
IROE	
LCF	

Automated Ticketing (TAT) Entry:

--

