BERJAYA
UNIVERSITY COLLEGE
OF HOSPITALITY

SCHOOL OF TOURISM

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Subject Code & Name	:	**DTT1306 Air Travel Ticketing**
Semester & Year	:	May – Aug 2017
Lecturer/Examiner	:	Jaston Ng Kiam Yong
Duration	:	2 Hours

INSTRUCTONS 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 of Hospitality 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 of Hospitality.

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:        LIS
        X/      VIE
                LHR         NUC 385.00
        X/      AMS         M
        X/O     CDG
                LIS         NUC 475.00
```

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. Lisbon
   b. London Heathrow Airport, United Kingdom
   c. Vienna
   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.   The world is divided into which of the following number of time zone

        a.   12
        b.   24
        c.   18
        d   None of the above

7.   This component of the mileage system represents the number of miles a passenger is allowed to travel from the origin to the destination.

        a.   MPT
        b.   TPM
        c.   MPM
        d.   EMS

8.   HIP is any fare higher than _____ fare.

        a.   Origin - Destination
        b.   Origin - Intermediate
        c.   Intermediate – Destination
        d.   Intermediate - Intermediate

9.   Taxes collected on air travel are:

        a.   A direct source of revenue for government
        b.   Paid to travel agents
        c.   Paid to insurance companies
        d.   Paid to the airport

10.   An itinerary provides the passenger with:

        a.   Flight details, airport terminal details and check-in time
        b.   Flight prices
        c.   Insurance coverage details
        d.   Airport departure and arrival details

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

Country	NUC	IROE
Netherlands	154.49	1.08786

    a.   178.05
    b.   168.10
    c.   142.50
    d.   158.05

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. City 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. Passengers transferring from one flight to another will normally need to verify their next departure through _____

    a.   Passport Control Counter
    b.   Airport Arrival Hall
    c.   Flight Transfer Counter
    d.   Duty Free Shop

15. What does "IROE" stands for?

    a.   IATA Rate of Exchange
    b.   IATA Rate of Expand
    c.   IATA Rate of Extend
    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 and **Types of Journey** (One Way / Round Trip / Open Jaw) will apply to the routing shown below? **(10 marks)**

Routing	Global Indicator	Types of Journey
Boston – Chicago – Lima – Santiago		
Taipei – Seoul – Amsterdam - Taipei		
Rio De Janeiro – Munich – Prague - Lisbon		
Cairo – Guam – Hong Kong - Cairo		
Auckland – Penang / Kuantan - Auckland		

Question 2

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

Country	Traffic Conference Areas	Sub-Areas
England		
South Africa		
Nigeria		
Uzbekistan		
Mexico		

Question 3

Explain the following term: **(8 marks)**

      a)   Non-stop flight -   _____

                    _____

      b)   Boarding Pass -   _____

                    _____

      c)   Unchecked Baggage -   _____

                    _____

      d)   Open ticket   -   _____

                    _____

Question 4

Decode and encode the following airline name and number.   **(12 marks)**

Airline Name	Airline Code	Airline Number	Country
Thai Airways		079	
	CI		Taiwan
Japan Airlines			
	AI		India
		001	

Question 5

Refer the fowling flight timetable and answer the question: **(7 Marks)**

VALIDITY From	To	Days of Service	Depart	Arrive	Flight	a/c	cl	TRANSFER CITY Arrive	Airport	Depart	Flight	a/c	cl
From		KOTA KINABALU (BKI) UTC + 0800											
To		Taipei (TPE) Main											
-	-	1234567	1910	2235	MH68	737	CDYK	NONSTOP					
-	-	1-3-567	1120	1940	MH87	737	CY	1345	KUL	1515	MH94	747	CY
-	-	123-567	1030	2455	MH983	737	CDYK	NONSTOP					

1.   If your customer wants to take a flight on Thursday, what flight can you offer him?

       Answer: _____

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

       Answer: _____

3.   How many direct flights operate between Kota Kinabalu to Taipei in a week?

       Answer: _____

4.   Which terminal will the nonstop flights touched down upon arrival into Taipei?

       Answer: _____

5.   If your customer decided not to take the direct flight, which destination that the customer need to transfer?

       Answer: _____

6.   What is the departure time from the transfer city?

       Answer: _____

7.   Name **ONE (1)** the 'Classes of Service' found in the direct flight.

       Answer: _____

Question 6

What does the following abbreviation stand for? **(5 marks)**

a) X/O   -   _____

b) MH3589◆   -   _____

c) Eff. 20 Nov   -   _____

d) 2-4-2   -   _____

e) SFML   -   _____

Question 7   **(3 marks)**

List **THREE (3)** types of travel information in ABC Word Airways Guide (Red Book).

_____

_____

_____

Question 8

Complete the following Excess Mileage Surcharge table calculation.   **(5 marks)**

No.	MPM	TPM	Raw Result	EMS Entry
1	7943	8673		
2	4400	5181		
3	6951	7300		
4	12840	11000		
5	8871	19051		

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	JKT – GA – MES – VN – SGN – MH – KUL (C CLASS)
Sales and Ticketed	Medan and Penang (SITO)
Stopover	All at ticketed points
MPM	8807
TPM	8849
EMA	NIL
RUU	1.00
FARE	KULSGN 540.36; KULMES 618.59; KULJKT 589.39;
	SGN MES 555.00; SGN JKT 540.63; MESJKT 320.17;
	JKTMES 320.17; JKT SGN 600.37; JKTKUL590.40;
	MES SGN 565.00; MESKUL 630.97; SGN KUL 543.20

END OF EXAM PAPER