

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

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **TOU1133 AIR TRAVEL TICKETING**
Trimester & Year : May - August 2019
Lecturer/Examiner : Ch'ng Chor Ban
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 3 parts:**
 - PART A (10 marks) :** There are **TEN (10)** Multiple Choice Questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 - PART B (60 marks) :** There are **EIGHT (8)** Short Answer Questions. Answers are to be written in Answer Booklet.
 - PART C (30 marks) :** Answer **ONE (1)** Fare Calculation. Answers are to be written in Answer Booklet.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 10 (Including the cover page and appendices)

PART A: MULTIPLE CHOICE QUESTIONS (10 MARKS)

INSTRUCTION(S): Answers are to be shaded in the Multiple Choice Answer Sheet.

Refer to the following journey to answer question 1 - 5:

Journey:	YVR
	X/ YTO
	NYC
	CHI
	MIA

1. What is the *origin* and *destination* of this journey?
 - a. Vancouver and Miami
 - b. Vancouver and Toronto
 - c. Vancouver and Chicago
 - d. All ticketed points

2. What is the country of commencement of travel?
 - a. YTO
 - b. YVR
 - c. NYC
 - d. None of the Above

3. How many transfer points are in this routing?
 - a. 4
 - b. 3
 - c. 2
 - d. 1

4. How many are considered as stopover points?
 - a. 4
 - b. 3
 - c. 2
 - d. 1

5. What is the trip type for this routing?
 - a. Circle Trip
 - b. Round Trip
 - c. One Way Trip
 - d. Open Jaw

6. IATA Traffic Conference Area consists of:
- 3 Oceans and 5 continents
 - 4 Oceans and 3 Continents
 - 3 Oceans and 4 Continents
 - 4 Oceans and 5 Continents
7. What are the classes commonly offered in most of the aircrafts?
- Premium, Normal, Standard
 - First, Business, Economy
 - Upper, Middle, Lower
 - None of the Above
8. Which of the following items have been prohibited to carry on board an aircraft?
- Matches and lighters
 - Flammable Liquids and Fuel
 - Sharp Item and Knife
 - Laptop and Personal Mobile
- I, II and IV only
 - I, II, and III only
 - III and IV only
 - II only
9. **Virgin Atlantic Airways** is an airline company that belongs to _____.
- Australia
 - Taiwan
 - Denmark
 - United Kingdom
10. The **BUSINESS CLASS** weight system would normally allow passengers to carry a maximum of _____ luggage.
- 20 kg
 - 30 kg
 - 40 kg
 - 70 kg

(10 marks)

END OF PART A

PART B: SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S): Answers are to be written in Answer Booklet.

QUESTION 1

What does the following abbreviation stand for?

- a) LSF
- b) WCHR
- c) PAX
- d) VGML
- e) GMT

(5 marks)

QUESTION 2

In what situation does a passenger have to pay cancellation fees? Identify **FIVE (5)** situations.

(5 marks)

QUESTION 3

State the IATA 3-letter airport code and country name for the airports listed below.

AIRPORT NAME	AIRPORT CODE	COUNTRY NAME
a) Heathrow Airport		
b) John F Kennedy Airport		
c) Rome Metropolitan Area		
d) Orly Airport		
e) Kuala Lumpur International Airport		

(10 marks)

QUESTION 4

a) Identify the IATA TC AREA and Sub-Area for the following countries.

COUNTRY NAME	TC AREA	SUB-AREA
i. Cambodia		
ii. Austria		
iii. Argentina		
iv. Saudi Arabia		
v. New Zealand		

(10 marks)

b) Identify the Global Indicator for the flight routings below.

	FLIGHT ITINERARY	GLOBAL INDICATOR
i.	LON – KUL – SYD – NAN	
ii.	LAX – MEX – BUE – LIM	
iii.	LAX – AKL – SYD	
iv.	LON – NYC – WAS	
v.	LON – TYO	
vi.	MOW – SIN	

(6 marks)

QUESTION 5

Identify the GMT for the following cities on 22nd October 2019.

CITY NAME	GMT
a) Pacific Time	
b) South Australia	
c) Iran	
d) Turkey	
e) Yemen	

(5 marks)

QUESTION 6

Answer the following questions by referring to the International Time Calculator Table (Appendix 1).

a) What is the local time and date in Denmark when it is 1500 hours in Somalia on the 23rd June 2019?

(3 marks)

b) What is the local time and date in Singapore when it is 1800 in Portugal on the 13th October 2019?

(3 marks)

QUESTION 7

Mr. Haziq Aziz departs from Western Australia at 1945 on 24th August 2019 and arrives in Fiji at 0930 on the next day. Five days later, he boards a flight at 2240 from Fiji and arrives in Arizona at 1455 on the same day.

a) Calculate the flying time from Western Australia to Fiji.

(4 marks)

b) Calculate the flying time from Fiji to Arizona.

(4 marks)

QUESTION 8

Calculate the Excess Mileage Surcharges (Appendix 2) for the following miles.

MPM	TPM	EMS
a) 9408	10855	
b) 8766	9136	
c) 8767	9210	
d) 1998	2200	
e) 12564	15320	

(5 marks)

END OF PART B

PART C: FARE CALCULATION (30 MARKS)

INSTRUCTION(S): There is **ONE (1)** calculation question. Answer the question in the answer booklet provided.

QUESTION 1

Compute the fare calculation using the form provided (Appendix 3).

Journey	JKT – GA – DPS – VN – HAN – MH – KUL (C CLASS)
Sales & Ticketed	Jakarta & Hanoi (SITO)
Stopover	All at ticketed points
MPM	7706
TPM	7750
EMA	NIL
RUU	1.00
FARE	KULHAN 540.36; KULDPS 618.59; KULJKT 589.39; HANDPS 555.00; HANJKT 540.63; DPSJKT 320.17; JKTDPS 320.17; JKTHAN600.37; JKTKUL590.40; DPSHAN 565.00; DPSKUL 610.87; HANKUL 543.20

(30 marks)

END OF EXAM PAPER

APPENDIX 1

INTERNATIONAL TIME CALCULATOR TABLE

Standard Clock Time is shown in hours and minutes fast (+) or slow (-) of G.M.T. (Greenwich Mean Time). Many countries also have a period of Daylight Saving Time (DST). This is shown together with the period it is effective.

Country/Area	Standard Clock	DST	DST Effective Period	Country/Area	Standard Clock	DST	DST Effective Period
Argentina	-3			Mongolia	+8	+9	30 Mar-25 Oct
Australia				Morocco	GMT		
<i>Western Australia</i>	+8			Mozambique	+2		
<i>South Australia</i>	+9.30	+10.30	26 Oct-28 Mar	Myanmar	+6.30		
<i>Northern Territory</i>	+9.30			Nepal	+5.45		
<i>Capital Territory</i>	+10	+11	26 Oct-28 Mar	Netherlands	+1	+2	30 Apr-25 Oct
<i>New South Wales</i>	+10	+11	26 Oct-28 Mar	New Zealand	+12	+13	05 Oct-14 Mar
<i>Queensland</i>	+10			Nicaragua	-8		
<i>Tasmania</i>	+10	+11	05 Oct-28 Mar	Nigeria	+1		
<i>Victoria</i>	+10	+11	26 Oct-28 Mar	Norway	+1	+2	30 Apr-25 Oct
Austria	+1	+2	30 Mar-25 Oct	Oman	+4		
Bahamas	-5	-4	18 Apr-25 Oct	Pakistan	+5		
Bahrain	+3			Panama	-5		
Bangladesh	+6			Papua New Guinea	+10		
Barbados	-4			Paraguay	-4	-3	01 Oct-28 Feb
Belgium	+1	+2	30 Mar-25 Oct	Peru	-5		
Bermuda	-4	-3	06 Apr-25 Oct	Philippines	+8		
Brazil				Poland	+1	+2	30 Apr-25 Oct
Rio de Janeiro/Sao Paulo	-3	-2	05 Oct-14 Feb	Portugal	GMT	+1	30 Apr-25 Oct
<i>Amazons</i>	-4			Puerto Rico	-4		
<i>Binnei Darussalam</i>	+8			Qatar	+3		
<i>Cameron</i>	+1			Romania	+2	+3	30 Apr-25 Oct
<i>Canada</i>				Russian Federation			
<i>Atlantic Time</i>	-4	-3	06 Apr-25 Oct	Moscow	+3	+4	30 Mar-25 Oct
<i>Eastern Quebec</i>	-4			Rwanda	+2		
<i>Eastern Time</i>	-5	-4	06Apr-25 Oct	Samoa	-11		
<i>Western Ontario</i>	-5			Saudi Arabia	+3		
<i>Central Time</i>	-6		06Apr-25 Oct	Senegal	GMT		
<i>Saskatchewan</i>	-6			Seychelles	+4		
<i>Mountain Time</i>	-7	-6	06Apr-25 Oct	Sierra Leone	GMT		
<i>Pacific Time</i>	-8	-7	06Apr-25 Oct	Singapore	+8		
Chad	+1			Slovakia	+1	+2	30 Mar-25 Oct
Chile	-4	-3	12 Oct-07 Mar	Slovenia	+1	+2	30 Mar-25 Oct
China	+8			Solomon Island	+11		
Colombia	-5			Somalia	+3		
Cuba	-5	-4	06 Apr-11 Oct	South Africa	+2		
Czech Republic	+1	+2	30 Mar-25 Oct	Spain	+1	+2	30 Apr-25 Oct
Denmark	+1	+2	30 Mar-25 Oct	Sri Lanka	+6		
Egypt	+2	+3	25 Apr-25 Sep	Sudan	+2		
Fiji	+12			Suriname	-3		
Finland	+2	+3	30 Mar-25 Oct	Swaziland	+2		
France	+1	+2	30 Mar-25 Oct	Sweden	+1	+2	30 Apr-25 Oct
Germany	+1	+2	30 Mar-25 Oct	Switzerland	+1	+2	30 Apr-25 Oct
Ghana	GMT			Syria	+2	+3	31 Mar-30 Sep
Greece	+2	+3	30 Mar-25 Oct	Tahiti	-10		
Hungary	+2	+3	30 Mar-25 Oct	Taiwan	+8		
India	+5.30			Tanzania	+3		
Indonesia				Thailand	+7		
<i>Central Zone</i>	+8			Togo	GMT		
<i>East Zone</i>	+9			Trinidad and Tobago	-4		
<i>West Zone</i>	+7			Tunisia	+1		
Iran	+3.30	+4.30	22 Mar-20 Sep	Turkey	+2	+3	30 Apr-25 Oct
Ireland	GMT	+1	30 Mar-25 Oct	Uganda	+3		
Israel	+2	+3	14 Mar-18 Oct	United Arab Emirates	+4		
Italy	+1	+2	30 Mar-25 Oct	United Kingdom	GMT	+1	30 Apr-25 Oct
Jamaica	-5			USA			
Japan	+9			<i>Eastern Time</i>	-5	-4	06 Apr-25 Oct
Jordan	+2	+3	04 Apr-25 Sep	<i>Central Time</i>	-6	-5	06 Apr-25 Oct
Korea, North & South	+9			<i>Arizona</i>	-7		
Kuwait	+3			<i>Pacific Time</i>	-8	-7	06 Apr-25 Oct
Laos	+7			<i>Alaska</i>	-9	-8	06 Apr-25 Oct
Luxembourg	+1	+2	30 Mar-25 Oct	<i>Hawaii</i>	-10		
Macau	+8			Uruguay	-3		
Malaysia	+8			Uzbekistan	+5		
Maldives	+5			Vanuatu	+11		
Mali	GMT			Venezuela	-4		
Malta	+1	+2	30 Mar-25 Oct	Vietnam	+7		
Mexico				Yemen	+3		
<i>Mexico City</i>	-6	-5	06 Apr-25 Oct	Yugoslavia	+1	+2	30 Mar-25 Oct
<i>Sonora</i>	-7	-6	06 Apr-25 Oct	Zaire	+1		
<i>Tijuana</i>	-8	-7	06 Apr-25 Oct	Zambia	+2		
Monaco	+1	+2	30 Mar-25 Oct	Zimbabwe	+2		

APPENDIX 2

EXCESS MILEAGE SURCHARGE TABLE

<u>If result is:</u>						<u>Surcharge fare by:</u>
Over	1.00	but	not	higher	than 1.05	5%
"	1.05	"	"	"	" 1.10	10%
"	1.10	"	"	"	" 1.15	15%
"	1.15	"	"	"	" 1.20	20%
"	1.20	"	"	"	" 1.25	25%
Over	1.25			(out of mileage)		Apply the lowest combination principle

FARE CONSTRUCTION FORM

FCP	
GI	
NUC	
MPM	
TPM	
A/TPM	
EMS	
HIP	
CF	
CHECK(S) BHC DMC	
TOTAL	
ROE	
LSF	

FROM / TO		
	CARR	FARE CALC
TOTAL FARE CALC		
FARE		

Automated Ticketing (TAT) Entry: