MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER

SCHOOL OF TOURISM, AND HOSPITALITY
BACHELOR OF TOURISM MANAGEMENT

COURSE CODE: BTM 3131-1
COURSE TITLE: AIRFARES AND CENTRAL RESERVATIONS SYSTEMS

DATE: 7/12/2023   **TIME: 1100-1300 HRS**

INSTRUCTIONS TO CANDIDATES

Answer all questions in **SECTIONA** and any other two in **SECTION B**

SECTION A: (20 MARKS) ANSWER ALL QUESTIONS IN THIS SECTION

a) Study the journey below and answer the questions that follow:

        SCL
      X/RIO
        SAO
      X/JNB
        HKG

    i)   What is the origin and destination of this component? **(2mks)**
    ii)   What is the country of commencement of travel? **(1mk)**
    iii)   How many transfer points are in this routing? **(1mk)**
    iv)   How many are considered as stopover points? **(1mk)**
    v)   How many ticketed points are there in the journey? **(1mk)**

b)   Distinguish between BHC and CTM check. **(2mks)**

c)   Highlight the role of IATA in international travel and tourism industry. **(7mks)**

d)   Complete the following table: **(5mks)**

City Name	City Code	IATA Area
Los Angeles		
New York		
Zurich		
Amsterdam		
Bangkok		

SECTION B: (30 MARKS) ANSWER ANY TWO QUESTIONS
QUESTION TWO

a) Expound on the various types of TFCs in the travel industry. **(6mks)**
Explain the various types of public special fares. **(9mks)**

QUESTION THREE

a) Critically discuss the major Global Distribution Systems in travel and tourism industry. **(5mks)**

b) Calculate the applicable normal fare for the following journey using one single fare component.
Itinerary: Kuala Lumpur-Al Delhi-IC-Mumbai-SV-Riyadh-KU-Kuwait.

    Fare type: Economy
    TPMs
    KUL
    DEL 2395
    BOM 708
    RUH 1722
    KWI 306

FARES IN NUC

	YOW	MPM
KUL - DEL	641.05	-
RUH	753.42	-
KWI	686.57	4762

BOM –KWI	356.06	2056
RUH	318.11	-
RUH - KWI	204.00	-

Questions:

a) Calculate the lowest applicable fare for the routing. **(7mks)**

b) Show the corresponding fare calculation box. **(3 Marks)**

QUESTION FOUR

Given the table below, calculate the lowest applicable normal fare in NUC without tax for the following ONE WAY journey.

Itinerary: Manila-MH-Kuala Lumpur-LH-Frankfurt-SR-Zurich-SR-Rome
Class: C
Ticket: issued and paid for in Manila
TPM: MNL-KUL 1542, KUL-FRA 6185, FRA-ZRH 178, ZRH-ROM 435.

FARES	COW NUC	MPM EH
MNL-FRA	1695.00	9116 EH
MNL-ROM	1620.00	8533 EH
MNL-KUL	438.00	1850
MNL-ZRH	1620.00	8984
KUL-FRA	1684.00	8100
KUL-ROM	1644.10	7616
KUL-ZRH	1722.44	7968
FRA-ROM	627.59	717
FRA-ZRH	311.49	213
ZRH-ROM	542.12	522

a) **WITHOUT** stopover in Kuala Lumpur. **(7mks)**

b) **WITHOUT** stopover in both Kuala Lumpur and Frankfurt. **(8mks)**

QUESTION FIVE

Using the NUC provided to calculate the lowest fares in Y class for the following journey. Calculate the fare in one pricing unit with two fare components.
(15mks)

Itinerary: Santiago-LA- Copenhagen-SK-X/Brussels-SN-Amsterdam-KL-Viena-OS-Lima-LA-Santiago.

Stopover at all ticketed point expect Brussels.
Class: C
TPM: SCL-CPH 8083, CPH-BRU 469, BRU-AMS 98, AMS-VIE 595, VIE-LIM 7097, LIM-SCL 1527

FARES	Y RETURN FARES	MPM (AT)
SCL-AMS	5221.00	9229
SCL-BRU	5221.00	9136
SCL-CPH	5681.00	9699
SCL-LIM	1168.00	1832
SCL-VIE	5372.00	9535

CPH-LIM	7459.12	-
CPH-SCL	9288.45	-
LIM-AMS	5420.00	-
LIM-BRU	5420.00	-
LIM-CPH	5910.00	-
LIM-SCL	1168.00	-
LIM-VIE	5652.00	-

EMS

If results are surcharge the fare by;

Over 1.000000 but not higher than 1.05 ....5%

Over 1.05000 but not higher than 1.10..10%

Over 1.100000 but not higher than 1.15 ....15%

Over 1.15000 but not higher than 1.20 ....20%

Over 1.20000 but not higher than 1.25 ....25%

EMA

The Extra Mileage allowance is not applicable.

Fare formula steps:

Step	OW application
Fare type	Determine the type of fare best suited to the passenger's travel details
FCP	Identify the fare construction point such as the origin and destination of the fare component
NUC	Quote the fare in neutral unit of construction from the origin to the destination following the appropriate global indicator
RULE	Identify the rule number or route map reference, if any. Check specified routing table or Routings paragraph of the rule to see if the fare component is a specified routing
MPM	Note the maximum permitted mileage and the correct global indicator
TPM	Show the total of the Ticketed Point mileage
EMA	Show the TPM deduction, if any
EMS	Extra mileage surcharge- apply the appropriate surcharge percentages
HIP	Higher intermediate point fare.
RULE	Show rule number and follow the stopover/transfer conditions
AF	Show the applicable fare in any NUC for the component
CHECK	Identify the applicable minimum fare check) and show the highest fare as the required by the check(s)
TOTAL	Add AF of all are components including "Q" surcharges and show the final sum
IROE	Convert NUC into local currency fare and the IATA rate of exchange of the country of commencement of international travel
LCF	Write down the final local currency fare with the correct number of decimal places

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