



September 2011

## GENERAL KNOWLEDGE

1. Knowledge of geography is important for a Travel professional because \_\_\_\_\_.  
A. it lowers the costs of the agency  
B. it can help in the selling process  
C. reading travel books is no longer needed  
D. customers always know a lot about geography
  
2. A cruise vacation to the Caribbean would typically be a good suggestion for \_\_\_\_\_.  
A. culture-seekers  
B. ethnic travelers  
C. environmental travelers  
D. entertainment-seekers
  
3. Which of the following is most important that determines the climate in Quito?  
A. Altitude  
B. Industry  
C. Westerlies  
D. Trade winds
  
4. Latitude affects variations in which of the following options?  
A. Daylight  
B. Temperature  
C. Seasonality  
D. All of the above
  
5. What is a gulf?  
A. A marshy or swampy area  
B. A jet of streaming water that shoots into the air  
C. A large area of an ocean that penetrates into land  
D. A dramatic cascade of water usually found along rivers
  
6. Most visitors to the continent of Antarctica are \_\_\_\_\_.  
A. researchers  
B. adventurers  
C. sport seekers  
D. history lovers

9. Letter C is which country?  
A. Russia  
B. China  
C. Iceland  
D. Kazakhstan
10. Which city is number 17?  
A. Paris  
B. London  
C. Copenhagen  
D. Frankfurt
11. Which country is letter P?  
A. Czech Republic  
B. Hungary  
C. Austria  
D. Romania
12. Which city is number 8?  
A. Paris  
B. Madrid  
C. Brussels  
D. Amsterdam
13. Letter D is which country?  
A. Finland  
B. United Kingdom  
C. Sweden  
D. Norway
14. Which country is letter B?  
A. Romania  
B. Ukraine  
C. Poland  
D. Turkey
15. Which city is number 1?  
A. Paris  
B. Belfast  
C. Dublin  
D. London
16. When a traveler buys a railway ticket and on arrival at the station he learns that the trip has been cancelled. In this situation \_\_\_\_\_  
A. the traveler is entitled to take the next train  
B. the traveler's money will be refunded  
C. the railway company compensate the business traveler  
D. everything depends on the Conditions of Carriage
17. Which of the following liabilities of the railway is generally not dealt with in the Conditions of Carriage?  
A. The event of accidents causing injuries  
B. Financial losses caused by the delay  
C. The event of missing your train due to your late arrival  
D. The event of cancellations

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18. Speed trains in Japan are called the \_\_\_\_\_.
- A. Fuji
  - B. Shinkansen
  - C. Turbo
  - D. Eurostar
19. Generally, rail pass prices for travel in Europe and Japan are promotional train fares and only available to foreign visitors and non-residents. TRUE or FALSE.
- A. True
  - B. False
20. Train transportation in urban areas is usually \_\_\_\_\_ bus transportation.
- A. not as reliable as
  - B. slower than
  - C. much faster than
  - D. more frequent than
21. Which
- A.
  - B.
  - C.
  - D.
22. If you
- A.
  - B.
  - C.
  - D.
23. Mr. Lee  
What
- A..
  - B.
  - C.
  - D.



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33. Which type of accommodation is most popular in Asia and offers spiritual instruction with little attention to amenities?

- A. Resorts
- B. Ryokans
- C. Religious retreats
- D. Ranches

34. First-class cruise accommodations are usually located \_\_\_\_\_.

- A. on upper decks
- B. in the aft section
- C. on the lowest decks
- D. Both B and C

35. What is true about the cruise industry?

- A. The cruise industry is larger than the airline industry
- B. The growth of the airline industry has caused the cruise industry to grow
- C. The airline industry has grown more quickly than the cruise industry
- D. The cruise industry is causing the airline industry to grow

36. The Mexican "Riviera" is on the \_\_\_\_\_.

- A. east coast of Mexico
- B. west coast of Mexico
- C. Yucatan Peninsula
- D. South Cape

37. The most popular cruise destination for residents of the United States is \_\_\_\_\_.

- A. the Caribbean
- B. the Mediterranean
- C. Alaska
- D. the Mississippi

38. If a cruise and flight reservations are booked separately, then the cruise lines are not responsible for flight delays and late arrival causing a missed cruise departure. TRUE or FALSE.

- A. True
- B. False

39. People on a \_\_\_\_\_ want to sail their own boat and choose their own destinations.

- A. crewed charter cruise
- B. bare-boat cruise
- C. windjammer cruise
- D. barge cruise

40. When a traveler misses a cruise departure due to his illness, who will be responsible?

- A. The Travel Agent
- B. Cruise Company
- C. The traveler
- D. No one

41. Tour package prices are almost always more economical \_\_\_\_\_.

- A. than the cost of buying separate tour components
- B. when compared to cruise vacation products
- C. if the tour is taken during the peak travel period
- D. when guaranteed entrances are possible for groups



42. What element of a tour product interests consumers the most?  
 A. Transportation  
 B. Attractions  
 C. Accommodation  
 D. Savings
43. How do tour operators secure guaranteed entrance to attractions and sights for tour participants?  
 A. By negotiating a discount based on large visitor groups  
 B. By charging a higher VIP entrance fee to participants  
 C. By owning the attractions included in the tour  
 D. By buying blocks of entrance tickets in advance
44. Which is true about Promotional groups?  
 A. They don't know each other  
 B. They don't realize they are buying group travel  
 C. They don't share common interest  
 D. All of the above
45. Error and Omission Insurance is geared towards \_\_\_\_\_.  
 A. Travel agents  
 B. Travelers  
 C. Buildings  
 D. Both B and C
46. Before opening or buying a travel agency, you should consult with \_\_\_\_\_.  
 A. IATA, Montreal  
 B. a legal expert  
 C. a financial expert  
 D. a technical expert
47. Which statement is true?  
 A. A travel agency can authorize the refund of agency-issued airline tickets  
 B. A travel agency's transactions are confidential and cannot be shared  
 C. A travel agency can transfer its IATA Travel Agency Accreditation to another owner  
 D. A travel agency cannot terminate its accreditation agreement without IATA consent
48. It is the responsibility of the \_\_\_\_\_ to have sufficient funds available to the BSP Clearing Bank on the remittance date.  
 A. BSP  
 B. Agent  
 C. DPC  
 D. Airline
49. \_\_\_\_\_ is an effective way to close a product sale if the customer is hesitant to buy.  
 A. Introduce alternative products and define their benefits,  
 B. Arrange for another agent to take over the selling process,  
 C. Discount the price of the product to secure the sale,  
 D. Create positive emotions about the product's benefits,
50. Developing excellent relationships with agency customers result in \_\_\_\_\_.  
 A. more customers  
 B. confidence  
 C. service issues  
 D. better product knowledge
51. ABC Tr \_\_\_\_\_ be the tc  
 A. \$  
 B. \$  
 C. \$  
 D. \$
52. In closing \_\_\_\_\_  
 A. as  
 B. e  
 C. st  
 D. of
53. The most \_\_\_\_\_  
 A. fin  
 B. co  
 C. pla  
 D. the
54. It is the cc reservation  
 A. be  
 B. aft  
 C. du  
 D. bei
55. Evaluating \_\_\_\_\_  
 A. mir  
 B. qua  
 C. clo  
 D. har

## Air Fares and Ticketing

### Disclaimer

This examination paper includes an exhibit with extracts from the Passenger Air Tariff Training Edition 5. Fares in LCF and NUC, as well as the IATA Rate of Exchange (IROE) are shown for examination purposes only. PAT general rules, fares, fare rules, or other information not included in the examination exhibit is not required to price the journeys presented, unless otherwise stated. Do not source city pair fares and fare rules outside the exam exhibit. For the purpose of this exam, you must assume that fare rules not included in the extract have no restrictions. The Standard Condition rules (SC100/SC101) are not included in this exam extract because you are expected to know these rules as part of your course study.

56. The South Atlantic TPM shortcut applies to the routing SAO-MIA-PAR-MAD. TRUE or FALSE.  
A. True  
B. False
57. For the routing LIM – LPB – ASU – RIO, if the fare from LIM to RIO exceeds the MPM but the fare from LIM to SAO is within the MPM, then the fare to RIO is not surcharged. TRUE or FALSE.  
A. True  
B. False
58. When an origin-destination city pair lists two different MPMs for different global indicators, you should always select the higher MPM to compute the fare for the routing. TRUE or FALSE.  
A. True  
B. False
59. Which journey is priced with an end-on combination?  
A. MEL – SYD – PPT – NAN – PPT – BJS  
B. SFO – TYO – SEL – TYO – BJS  
C. TLV – IST – TLV – DEL – SIN  
D. BUE – X/RIO – MAD – PAR – MAD – LON
60. In pricing the journey CEB-MNL-surface-TPE-OSA, only OW fares can be used. TRUE or FALSE.  
A. True  
B. False
61. IMR is the \_\_\_\_\_.  
A. IATA Mean Rate  
B. International Mileage Rate  
C. Involuntary Multiple Rerouting
62. When a fare is unpublished between FCP points, the NUC fare and the MPM will be determined via the same add-on city. TRUE or FALSE.  
A. True  
B. False
63. EMU is the \_\_\_\_\_.  
A. European Monetary Unit  
B. Economic Monetary Unit  
C. European Economic and Monetary Union

64. A Backhaul Check exception applies to which OW journey?

A. RIO-SFO-TYO-HKG  
 B. NCE-BCN-MOW-WAW  
 C. PTY-CUR-MIA-CAS  
 D. HRE-JNB-SAO-CCS

65. A HIP Check exception applies to which OW journey?

A. DEL-SIN-NYC-CHI  
 B. BOM-CAI-VIE-YVR  
 C. YVR-HNL-AKL-SYD  
 D. BOM-DEL-FRA-BUE

Refer to the following reservation for a business traveller purchasing his ticket in the USA. Calculate the applicable unrestricted normal fare with a side trip for this journey. Answer questions 66 to 75 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

<b>Journey</b>
CX 881 J 10SEP 6 LAXHKG HK1 0135 0715 11SEP E CX/JMWWQ KA 782 J 15SEP 4 HKGCAN HK1 0805 0855 15SEP E CX/JMWWQ KA 789 J 17SEP 6 CANHKG HK1 2240 2340 17SEP E CX/JMWWQ CX 751 J 20SEP 2 HKGBKK HK1 1425 1610 20SEP E CX/JMWWQ
<b>TPM</b>
LAX HKG 7241 PA HKG CAN 74 EH CAN HKG 74 EH HKG BKK 1049 EH
<b>Rate Type</b>
Normal unrestricted adult intermediate (Business) class Fare with a side trip Note: Security Surcharge of HKD33 applies per departure from HKG via all carriers

66. The Global Indicator Code for the first pricing unit of this journey is \_\_\_\_\_.

A. AT  
 B. AP  
 C. PA  
 D. WH

67. The journey fare is constructed with two PUs because \_\_\_\_\_.

A. published normal fares and add-ons do not exist for all sectors in this journey  
 B. the single PU through fare is higher than a constructed fare using two PUs  
 C. the TPM between journey origin and destination exceeds the MPM by more than 25%  
 D. the journey does not comply with rules on Limitations on Indirect travel

68. The applicable fare basis for the first pricing unit from LAX is \_\_\_\_\_.

A. J  
 B. JS  
 C. JR  
 D. JSR

69. The lowest fare for this journey combines \_\_\_\_\_.

A. two contiguous pricing units  
 B. one contiguous and one consecutive pricing unit  
 C. two consecutive pricing units

70. The is \_\_\_\_\_.  
 A.  
 B.  
 C.  
 D.

71. What is the \_\_\_\_\_?  
 A.  
 B.  
 C.  
 D.

72. Which is \_\_\_\_\_?  
 A.  
 B.  
 C.

73. Which is \_\_\_\_\_?  
 A.  
 B.  
 C.  
 D.

74. Which is \_\_\_\_\_?  
 A.  
 B.  
 C.  
 D.

75. The \_\_\_\_\_ depends on \_\_\_\_\_.  
 A.  
 B.  
 C.  
 D.



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only  
sh  
d.

82. There is a Limitation on this journey. TRUE or FALSE.

A. True  
B. False

83. There is a HIP in this calculation. TRUE or FALSE.

A. True  
B. False

84. The fare does not change for the following itinerary. TRUE or FALSE.

1 SQ 308 C 10APR T SINLHR SS1	905A 330P /DCSQ /E
2 AF 1081 c 13APR F LHRCDG SS1	735A 950P /DCAF /E
3 AF 1462 C 22APR S CDGARN SS1	815P 1045P /DCAF /E
4 BA 771 C 25APR W ARNLHR SS1	710A 900A /DCBA /E
5 SQ 317 C 25APR W LHRSIN SS1	1130A 720A 26APR T /DCSQ /E

A. True  
B. False

85. If the surface gap for the original journey is not closed, which fare construction is possible?

A. SIN-LON C1/2RT + LON-PAR C1/2RT + SIN-LON C1/2RT  
B. SIN-LON C1/2RT + LON-PAR OW+ SIN-LON C1/2RT  
C. SIN-LON OW + PAR-LON OW + SIN-LON OW  
D. SIN-LON OW + LON-PAR OW + SIN-LON OW

Refer to the following linear fare calculation to answer questions 86 to 90.

Fare Calculation	
YVR AC RGN TG BKK MH KUL LUM YVR RGN 1205.68MH X/HKG CX SFO Q4 22M1072 60	
NUC2282 50END ROE1 17260	

86. The destination break point is \_\_\_\_\_

A. SIN  
B. BKK  
C. KUL  
D. HKG

87. What type of journey is it?

A. RW  
B. RT  
C. CT  
D. OJ

88. NUC 1205.68 is the published fare from YVR to RGN. TRUE or FALSE.

A. True  
B. False

89. A higher intermediate fare applies to the inbound fare component. TRUE or FALSE.

A. True  
B. False

90. The total fare in local currency excluding taxes and surcharges is \_\_\_\_\_

A. CAD 2702.20  
B. CAD 2703.00  
C. CAD 2687.00  
D. CAD 2687.01

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Questions 91 and 95 refer to the following rerouting situation for a partially used ticket.

Original Routing	KUL EK DXB EK IST TK KUL
Original Fare Calculation	KUL EK DXB EK IST M1873.61TK KUL1873.61NUC3747.22END ROE3.5106
Date and Place of Issue	03 NOV in KUL
Fare Type	Y
First Date of Travel	07NOV
Validating Carrier	EK
Date of reissue of the new ticket	28NOV at IST
New date of departure from IST	07DEC
New Itinerary	KUL EK DXB EK IST KM MLA KM ZRH LX KUL

91. The change in routing requires a fare recalculation. The fare applicable to the new routing is the fare effective on \_\_\_\_\_.

- A. 03NOV
- B. 07NOV
- C. 28NOV
- D. 07DEC

92. The new exchange ticket is valid until \_\_\_\_\_ of the next year.

- A. 03NOV
- B. 07NOV
- C. 28NOV
- D. 07DEC

93. The fare recalculation must be from the \_\_\_\_\_.

- A. point of origin KUL
- B. previous intermediate point DXB
- C. original fare breakpoint IST
- D. the next intermediate point MLA

94. The old fare paid was MYR13155. The new fare is MYR 15324. What is the additional collection to be paid in EUR if the BSR is 0.234619?

Country (+ local currency acceptance limited)	Currency Name	ISO Codes	From NUC	Rounding Units			
				Alpha	Numeric	Local Cur. Fares	Other Charges
Turkey	euro	EUR	978	0.761600	1	0.01	2

- A. EUR508.90
- B. EUR509.00
- C. EUR9244.80
- D. EUR9245.00

95. How many flight coupons in the original ticket will be exchanged?

- A. 1
- B. 2
- C. 3

96. Whi

P	are Cal
SIN	MH

A

B

C

D

97. Ide

2	CPI
---	-----

T

59

21

25

42

30

A.

B.

C.

D.

98. Whic

BOM

A.

B.

C.

D.

99. A RW

A.

B.

C.

100. Wher

points

A.

B.

C.



PAT EXTRACITS - IATA/UFFTA CONSULTANT COURSE EXAMINATION SEP 2011									
NAME	LAST NAME	FIRST NAME	MIDDLE NAME	MCN	CODE	DEPARTMENT	TELEPHONE	EMAIL	ADDRESS
TO PARTS (pat)									
19231 19232 19233 19234 19235 19236 19237 19238 19239 19240									
19241 19242 19243 19244 19245 19246 19247 19248 19249 19250									
19251 19252 19253 19254 19255 19256 19257 19258 19259 19260									
19261 19262 19263 19264 19265 19266 19267 19268 19269 19270									
19271 19272 19273 19274 19275 19276 19277 19278 19279 19280									
19281 19282 19283 19284 19285 19286 19287 19288 19289 19290									
19291 19292 19293 19294 19295 19296 19297 19298 19299 19300									
19301 19302 19303 19304 19305 19306 19307 19308 19309 19310									
19311 19312 19313 19314 19315 19316 19317 19318 19319 19320									
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19401 19402 19403 19404 19405 19406 19407 19408 19409 19410									
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19461 19462 19463 19464 19465 19466 19467 19468 19469 19470									
19471 19472 19473 19474 19475 19476 19477 19478 19479 19480									
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19761 19762 19763 19764 19765 19766 19767 19768 19769 19770									
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19791 19792 19793 19794 19795 19796 19797 19798 19799 19800									
19801 19802 19803 19804 19805 19806 19807 19808 19809 19810									
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19871 19872 19873 19874 19875 19876 19877 19878 19879 19880									
19881 19882 19883 19884 19885 19886 19887 19888 19889 19890									
19891 19892 19893 19894 19895 19896 19897 19898 19899 19900									
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