



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



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. Le
What
A.
B.
C.
D.



- iny
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 'c
 A. \$
 B. \$
 C. \$
 D. \$
52. In closin
 A. at
 B. e)
 C. st
 D. of
53. The most
 A. fin
 B. co
 C. ple
 D. the
54. It is the cc
 reservatic
 A. be
 B. aft
 C. du
 D. bel
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.

Journey												
CX	881	J	10SEP	6	LAX	HKG	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	
MPM												
LAX	HKG	7241	PA									
HKG	CAN	74	EH									
CAN	HKG	74	EH									
HKG	BKK	1049	EH									
Fare Type												
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. Wha the l _____
 A
 B
 C
 D
72. Wha _____
 A
 B
 C
73. Whik _____
 A
 B
 C
 D
74. Whic _____
 A
 B
 C
 D
75. The Depa _____
 A
 B
 C
 D



- 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 KUL10M YVRGN1205 68MH X/HKG CX SFO Q4 22M1072 60 NUC2282 50END ROE1 177260

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



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 Curr. Fares	Other Charges	Decimal Units	Notes
Turkey	euro	EUR	978	0.761600	1	0.01	2	6

- 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

Fare Cal
SEN: MH

- A
- B
- C
- D

97. Ider
3
CPH

TI

5E

21

2E

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.

