



## AIR FARES AND TICKETING

### Disclaimer

*This examination paper includes an exhibit with extracts from the Passenger Air Tariff Training Edition 5 at the end of this question booklet. 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.*

An adult passenger is traveling on the following reservation. Quote the lowest applicable normal fare for this journey with one fare component. Answer questions 1 to 10 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

### Journey

KL1694 C 22FEB 5 LISAMS HK1 1520 1930 22FEB E  
 KL 889 C 25FEB 1 AMSHKG HK1 2145 1555 26FEB E  
 CX 312 C 26FEB 2 HKGPEK HK1 1700 2020 26FEB E

### TPMs

LIS-AMS 1149 EH  
 AMS-HKG 5763 EH  
 HKG-BJS 1239 EH

### Fare type

Adult Normal Business Class

Note: The HKG security surcharge is set at HKD 33. Converted to NUC, the equivalent is NUC 4.22.



This OW journey fare construction table is for your use only. It will not be graded.

FCP	
NUC	
RULE	
MPM	
TPM	
EMA	
EMS	
HIP	
RULE	
AF	
CHECK	
IROE	
LCF	

- What is the Global Indicator for this journey?
  - EH
  - AP
  - TS
  - FE
- The fare includes an excess mileage surcharge of \_\_\_\_\_.
  - 5M
  - 10M
  - 15M
  - 20M
- A HIP fare applies for which city pair?
  - LIS-HKG
  - AMS-HKG
  - AMS-BJS
  - HKG-BJS

4. What is the lowest applicable fare in local currency including surcharges?
- EUR 4703.00
  - EUR 4925.00
  - EUR 4707.00
  - EUR 4554.00
5. If HKG were a stopover, the Hong Kong Air Passenger Departure Tax would apply. If the BSR is HKD 1 = EUR 0.09927, what would the equivalent amount be for this tax?
- EUR 12.00HK
  - EUR 11.91HK
  - EUR 11.90HK
  - EUR 11.92HK
6. Which TFC applies for the Netherlands?
- EUR 12.00QL
  - EUR 12.78CJ
  - EUR 2.00 VV
  - Both B and C
7. Consider this revised itinerary and answer the following questions.
- |        |   |       |   |        |     |      |      |       |   |
|--------|---|-------|---|--------|-----|------|------|-------|---|
| KL1694 | C | 22FEB | 5 | LISAMS | HK1 | 1520 | 1930 | 22FEB | E |
| KL 889 | C | 22FEB | 5 | AMSHKG | HK1 | 2145 | 1555 | 23FEB | E |
| CX 312 | C | 23FEB | 6 | HKGPEK | HK1 | 1700 | 2020 | 23FEB | E |
- The revised journey has \_\_\_\_\_.
- two stopovers
  - two transfers
  - one stopover and one transfer
  - Both A and B
8. What is the applicable fare in NUC for the new journey, including security surcharges?
- 5191.98
  - 5451.36
  - 5975.18
  - 5447.14
9. The total local currency fare is \_\_\_\_\_.
- EUR 4707.00
  - EUR 3955.00
  - EUR 4554.00
  - EUR 4152.00
10. Which is FALSE?
- No airport tax will apply for a departure from Hong Kong
  - The Netherlands' Passenger Service Charge of EUR 13.22RN applies
  - A Passenger Service Charge of EUR 7.16YP applies for travel LIS-AMS
  - The HKG Q Security Surcharge applies to this new journey

Use the following information to answer questions 11-20.

An adult passenger is traveling on the following reservation. Quote the lowest applicable special or promotional fare for this journey with two fare components. Answer questions by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

**Journey**

MK 046	Y	15JUN	6	MRULHR	HK1	0945	1915	15JUN	E
AF1981	Y	18JUN	2	LHRCDG	HK1	1215	1435	18JUN	E
ARUNK									
MK9619	Y	25JUN	2	ZRHCDG	HK1	2055	2215	25JUN	E
MK 923	Y	25JUN	2	CDGMRU	HK1	2330	1230	26JUN	E

**TFMs**

MRU-LON	EH	6074
LON-PAR	EH	216
ZRH-PAR	EH	292
PAR-MRU	EH	5867

**Fare type**

Adult Special Fare



This return journey fare construction table is for your use only. It will not be graded.

OUTBOUND		INBOUND	
FCP		FCP	
NUC		NUC	
RULE		RULE	
MPM		MPM	
TPM		TPM	
EMA		EMA	
EMS		EMS	
HIP		HIP	
RULE		RULE	
AF		AF	
SUBTOTAL			
CHECK			
TOTAL			
IROE			
LCF			



This return journey fare construction table is for your use only. It will not be graded.

OUTBOUND		INBOUND	
FCP		FCP	
NUC		NUC	
RULE		RULE	
MPM		MPM	
TPM		TPM	
EMA		EMA	
EMS		EMS	
HIP		HIP	
RULE		RULE	
AF		AF	
SUBTOTAL			
CHECK			
TOTAL			
IROE			
LCF			

11. What type of journey is this?
  - A. OW
  - B. RT
  - C. CT
  - D. OJ
  
12. How many stopovers does this journey have?
  - A. One
  - B. Two
  - C. Three
  - D. None
  
13. What is the earliest possible return date to MRU?
  - A. 15JUN, next year
  - B. 20JUN, same year
  - C. 21JUN, same year
  - D. 15DEC, same year



14. The minimum stay date will appear in which ticket coupon?  
 A. LON-PAR  
 B. ZRH-PAR  
 C. PAR-MRU  
 D. Both B and C
15. There is a HIP fare in \_\_\_\_\_.  
 A. the outbound fare component  
 B. the inbound fare component  
 C. both fare components  
 D. There is no HIP fare in either component
16. The total NUC fare without TFCs is \_\_\_\_\_.  
 A. 1703.78  
 B. 1673.75  
 C. 1660.96  
 D. 1682.37
17. The local currency fare is \_\_\_\_\_.  
 A. MUR 54610  
 B. MUR 54330  
 C. MUR 53915  
 D. MUR 55305
18. The MPM for the inbound fare component is \_\_\_\_\_.  
 A. 7288  
 B. 7040  
 C. 6901  
 D. No MPM required since the fare is point to point
19. Which are applicable TFCs for a departure from Mauritius airport SSR?  
 A. MUR500MU + MUR40JE  
 B. MUR500MU + MUR700HH + MUR40JE  
 C. MUR700HH + MUR40JE  
 D. MUR500MU + MUR700HH
20. The passenger now wishes to travel by air from CDG to ZRH (note that the TPM for PARZRH is the same as ZRHPAR). Which is TRUE?  
 MK 046 Y 15JUN 6 MRULHR HK1 0945 1915 15JUN E  
 AF1981 Y 18JUN 2 LHRCDG HK1 1215 1435 18JUN E  
 AF1214 Y 20JUN 4 CDGZRH HK1 1025 1140 20JUN E  
 MK9619 Y 25JUN 2 ZRHCDG HK1 2055 2215 25JUN E  
 MK 923 Y 25JUN 2 CDGMRU HK1 2330 1230 26JUN E
- A. The journey has three transfers  
 B. A stopover in PAR inbound would cost MUR4400  
 C. An unaccompanied child of 9 years pays 75% of the adult special fare  
 D. Adding a PAR-ZRH flight on 20JUN does not change the fare



Use the following information to answer questions 21-25.

Refer to the following electronic ticket display. Answer questions by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

TKT-880 2431234501 XB LOC-321BXB  
 OD-OSAOSA FCMI-0 POI-HAK DOI-12APR IOI-32380391  
 1. SEJUNG/HWANG MS ADT S I  
 1 KIX HU 7181 C 30APR 0800 OK C O 30MAY 30K  
 2 PEK OZ 332 C 04JUN 1040 OK C O 30MAY 30K  
 3 ICN OZ 721 C 12AUG 0905 OK C O 30MAY 30K  
 4 HKG CX 107 C 18AUG 1145 OK C O 30MAY 30K  
 KIX  
 FARE CNY 14000  
 TFC CNY 140CN  
 TFC CNY 106HK  
 TFC CNY 172BP  
 TOTAL CNY 14418  
 FC OSA HU BJS OZ SEL10M1082.86OZ HKG CX OSA Q4.25 M963.72NUC2050.83END  
 ROE6.82629  
 FP AX XXXXXXXXXXXX1259

21. What is the destination of flight number OZ721?  
 A. BJS  
 B. HKG  
 C. SEL  
 D. OSA
22. Travel from SEL to OSA is \_\_\_\_\_.  
 A. direct  
 B. online  
 C. codeshare  
 D. interline
23. The departure time for flight CX107 is shown in \_\_\_\_\_ time.  
 A. GMT  
 B. UTC  
 C. local
24. Which is TRUE?  
 A. All flights are confirmed  
 B. The journey ends in HKG  
 C. OZ 332 departs from OSA  
 D. The ticket was issued on 30MAY
25. What is the fare breakpoint?  
 A. BJS  
 B. SEL  
 C. HKG  
 D. OSA



Use the following information to answer questions 26-30.

Refer to the following fare calculation extract. Answer questions by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

Fare calculation

ATH OA X/ROM AC YMQ M304.42BA LON BA ATH M304.42 1S40.00NUC648.84END ROE1.117814

26. Identify the journey type.
- A. Circle trip
  - B. One way
  - C. Open jaw
  - D. Round trip
27. Which is the predominant carrier for the outbound fare component?
- A. AC
  - B. BA
  - C. OA
28. Which is TRUE?
- A. The applicable fare has no restrictions
  - B. YMQ is an intermediate stopover point
  - C. The LCF for the journey is in Euro
  - D. A CTM plus up of NUC 40.00 applies
29. What is TRUE for both components in the constructed fare?
- A. A sum of TPMs is greater than the MPM
  - B. An EMA applies to reduce the TPM
  - C. The MPM is equal to or greater than the TPM
30. How many transfer points are there in this journey?
- A. 0
  - B. 1
  - C. 2
  - D. 3
31. Which is TRUE about the pricing structure of net air fares?
- A. An agency customer pays more than the applicable published air fare
  - B. Travel agencies earn commissions on net fares from consolidators
  - C. Consolidators apply a mark up to the net fare granted by an airline
  - D. Net fares are never available for travel in intermediate or first class
32. Identify the predominant carrier for fare selection purposes in the following routing.
- CHI-JL-TYO-CX-HKG-TG-BKK-SG-SIN
- A. JL
  - B. CX
  - C. TG
  - D. SG

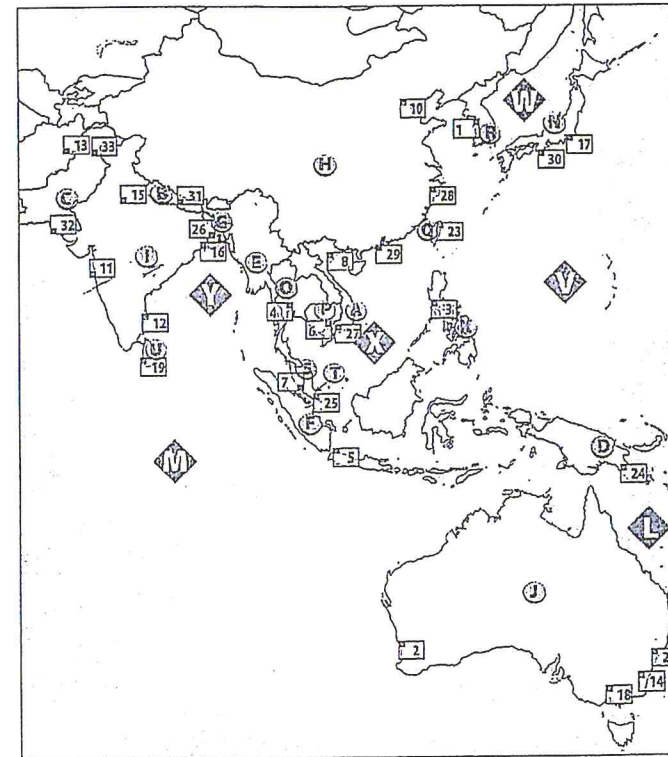


33. Which routing qualifies as a specified routing?
- A. UIO-RIO-SAO
  - B. TIP-PAR-GVA
  - C. NBO-DAR-JNB
  - D. LIM-MEX-YTO-YVR
34. An Extra Mileage Allowance (EMA) applies to which routing?
- A. SEL-HKG-SYD
  - B. NBO-HRE-JNB
  - C. SFO-HNL-SYD-PER
  - D. MEX-LIM-X/SAO-MVD
35. Which is TRUE about a connection (no stopover) point in a journey?
- A. A connection point can never be a fare break point
  - B. A connection point can always be used as a fare break point
  - C. A connection point can be used as a fare break point for normal fares only
  - D. A connection point can be used as a fare break point for special fares only

## GENERAL KNOWLEDGE

36. Travel agencies with \_\_\_\_\_ have the greatest ability to operate efficiently.
- organized teams and reporting systems
  - the highest number of employees
  - the largest customer database
  - the lowest rent and operational costs
37. Which is an example of providing an extra little touch for an agency customer?
- Making confirmed flight, hotel and car rental reservations
  - Sending a complimentary fruit basket to the hotel room
  - Knowing the airport code of a particular destination
  - Answering questions about a destination's attractions
38. The MICE business is the focus of which group?
- The United Federation of Travel Agents' Association (UFTAA)
  - The American Society of Travel Agents (ASTA)
  - The Pacific Area Travel Association (PATA)
  - The International Congress and Convention Association (ICCA)
39. Which is the best example of accommodations contributing to sustainable tourism?
- A balcony cabin on a luxury cruise ship sailing the Nile River
  - A lodge on a local wildlife reserve or park in Tanzania
  - A hotel room in Hong Kong decorated with imported antiques
  - A mobile tent useful for photo expeditions in the arctic
40. Which of the following can suddenly make a popular destination less attractive to visitors?
- Hosting a sporting event such as the Olympics
  - A lower exchange rate on its currency
  - An important political election
  - Relaxed visa requirements
41. Which of the following cities is NOT a capital city?
- KUL
  - LIM
  - SHA
  - PAP
42. The 3-letter city code for Tokyo is \_\_\_\_\_.
- TKO
  - NRT
  - HND
  - TYO

Refer to the following map to answer questions 43 to 45.



43. Letter I is which country?      44. Number 11 is which city?      45. Which city is number 20?
- |             |        |        |
|-------------|--------|--------|
| A. Myanmar  | A. MAA | A. PPT |
| B. Syria    | B. CCU | B. SYD |
| C. Pakistan | C. BOM | C. CHC |
| D. India    | D. DEL | D. WLG |
46. To take a virtual tour of a destination, we should refer to \_\_\_\_\_.
- travel industry guide books.
  - the computer and the Internet
  - travel agent associations
  - tourism boards and offices

Refer to the following OAG International Time Calculator extracts to answer questions 47 to 49.

A.	Hours ±GMT	DST ±GMT	Daylight saving time DST (period)
Afghanistan	+4.30		
Albania	+1	+2	27 Mar 11 - 30 Oct 11
Algeria	+1		
American Samoa	-11		
Andorra	+1	+2	27 Mar 11 - 30 Oct 11
Angola	+1		
Anguilla, Leeward Islands	-4		
Antarctica	-4		
Antigua and Barbuda, Leeward Islands	-4		
Argentina	-3		
Armenia	+4	+5	27 Mar 11 - 30 Oct 11
Aruba	-4		
Australia**			
Lord Howe Island	+10.30	+11	02 Oct 11 - 01 Apr 12
Capital Territory, NSW (excluding Lord Howe Island and Broken Hill), Victoria	+10	+11	02 Oct 11 - 01 Apr 12
Northern Territory	+9.30		
Queensland	+10		
South Australia, Broken Hill	+9.30	+10.30	02 Oct 11 - 01 Apr 12
Western Australia	+8		
Tasmania	+10	+11	02 Oct 11 - 01 Apr 12
Austria	+1	+2	27 Mar 11 - 30 Oct 11
Azerbaijan	+4	+5	27 Mar 11 - 30 Oct 11

47. What time is it in Perth, when it is 14:00 GMT on December 1<sup>st</sup>?
- 06:00
  - 08:00
  - 14:00
  - 22:00
48. What time is it in Algiers when it is 07:00 GMT?
- 06:00
  - 08:00
  - 01:00
  - 03:00
49. What time is it in Vienna when it is 23:00 in Luanda on February 4<sup>th</sup>?
- 20:00
  - 21:00
  - 22:00
  - 23:00

50. A passenger traveled from SYD to SFO. He departed on a Saturday afternoon flight. He arrived on the morning of the same Saturday. This passenger crossed the International Date Line on his journey. TRUE or FALSE?
- True
  - False
51. What conditions in Africa make it difficult for tourists to travel between some countries on the continent?
- High cost, poverty and government instability
  - Extreme heat and flooding
  - Environmental or weather conditions
  - Protection of endangered animals
52. Who is responsible for obtaining travel documents such as visas and passports?
- The passenger
  - The passport office
  - The airlines
  - The travel agent
53. Which of the following measures reduces the risk of becoming sick when drinking tap water in a foreign country?
- Boiling water
  - Cooling water with ice
  - Running tap water
  - Adding juice to tap water
54. Which form of payment can only be accepted by shops if the customer shows a proper identification document?
- Cash
  - Credit cards
  - Traveler's cheques
55. Which type of insurance might refund the costs for canceling a paid reservation if the insured traveler is too ill to travel?
- Personal Liability
  - Medical and Other Related Expenses
  - Death and Permanent Disablement
  - Cancellation, Curtailment, Missed Departure



Refer to the following scenario and TIM.Extract for Mexico to answer questions 56 and 57. The traveler holds a valid normal Spanish passport.

AM 002 Y 10MAR 6 MADMEX 1430 1950 10MAR E 0 777 D  
 AM 412 Y 17MAR 6 MEXMIA 0920 1420 17MAR E 0 737 L  
 DL1771 Y 31MAR 6\*MIAJFK 1435 1740 31MAR E 0 M88 V  
 DL 126 Y 31MAR 6\*JFKMAD 1950 0940 01APR E 0 767 D

**MEXICO**

Document Validity: Passport required.  
 Document Validity: Passport and/or passport replacing documents must be valid on arrival.  
 Expired passports issued to nationals of Mexico are accepted.

Visa required  
 Exemptions:

Nationals of Mexico holding a form FME issued either by the airline upon departure or on arrival.

Nationals of Venezuela for a stay of max. 30 days, provided traveling for touristic purposes only and holding:

- 2.1 normal passports;
- 2.2 consular or special passports.

A stay of max. 90 days, provided travelling for touristic purposes only:

3.1 for nationals of Argentina, Bahamas, Czech Rep., Estonia, Greece, Iceland, Latvia, Lithuania, Poland, Portugal, Slovenia or Spain

3.2 for normal passport holders being nationals of Chile, Costa Rica, Cyprus, France, Korea (Rep.), Malta or Slovak Rep.;

A stay of max. 180 days, provided travelling for touristic purposes only:

4.1 for nationals of Australia, Hungary, Liechtenstein, Luxembourg, Monaco, New Zealand, Singapore and the U.S.A.;

4.2 for nationals of the Netherlands holding normal passports;

4.3 for holders of normal British passports endorsed "British Citizen" or "British Subject";

4.4 for holders of normal passports issued to nationals of Andorra, Austria, Belgium, Bulgaria, Canada, Denmark, Finland, Germany, Ireland (Rep. of), Israel, Italy, Japan, Norway, Romania, San Marino, Sweden, Switzerland and Uruguay;

**TWOV (Transit Without Visa):**

1. Holders of onward tickets for a max. transit time of 24 hours by the same or first connecting flight, without further intermediate landings in Mexican territory and provided holding confirmed onward tickets and other documents for their next destination. Leaving the airport is not allowed. Stay in transit area is under airline custody.

**Additional Information:**

1. All visitors must hold onward or return tickets and sufficient funds for maintenance during their stay in Mexico.

**2. Health:**

No vaccinations are required to enter Mexico from any country.

**3. Airport Tax:**

Is levied on passengers departing from Mexico on international flights, which differs per airport and ranges between USD 18-29.-; each (International Airport Departure Tax/Tourism Tax).  
 PLACE OF PAYMENT: airport of departure in Mexico (if not already included in ticket).  
 EXEMPT are:

1. Children under 2 years of age;
2. Holders of a diplomatic passport;
3. Transit passengers complying with the TWOV conditions;
4. Airline crew travelling on duty;
5. From Tourism Tax: nationals and residents of Mexico.

56. This visitor's visa can have a maximum validity of \_\_\_\_\_ days.

- A. 30
- B. 90
- C. 180
- D. 365

57. Which is TRUE?

- A. This visitor must pay a tourism tax
- B. A TWOV is required for this visitor
- C. Proof of immunization is necessary
- D. The visitor cannot leave the airport



58. Mr. Fritz has a ticket to travel today, November 30, from Athens to Frankfurt on LH3383. Because his business meetings ended early, Mr. Fritz wants to travel on the earlier flight, LH3381. But LH3381 is sold out. Mr. Fritz must wait to see if a seat becomes available at the airport and will check-in for LH3381 as a \_\_\_\_\_ passenger.

Outbound Flights from Athens to Frankfurt					
Departure	Arrival	Duration	Stops/Via	Flights	
06:15	30 NOV	08:15	04:00	Nonstop	LH3385
14:10	30 NOV	16:15	03:05	Nonstop	LH3381
18:15	30 NOV	20:15	03:00	Nonstop	LH3383

- A. no-show
- B. stand-by
- C. confirmed
- D. transit





Use the following OAG Flight Schedule extract to answer questions 59 and 60.

574 From Frankfurt FRA

Washington WAS 4054mils/6522km GMT-5						
IAD-Dulles Intl						
MTWTFSS	From 2Jan	1100	FRA <sub>1</sub>	1429	IAD	UA953 - 763 FCY
MTWTFSS	From 2Jan	1100	FRA <sub>1</sub>	1429	IAD	*LH9290 - 763 FCY
MTWTFSS	From 14Feb	1215	FRA <sub>1</sub>	1509	IAD	UA917 - 744 FCY
MTWTFSS	From 14Feb	1215	FRA <sub>1</sub>	1509	IAD	*LH9050 - 744 FCY
MTWTFSS	16Jan-12Feb	1215	FRA <sub>1</sub>	1509	IAD	UA917 - 744 FCY
MTWTFSS	16Jan-12Feb	1215	FRA <sub>1</sub>	1509	IAD	*LH9050 - 744 FCY
MTWTFSS	Until 15Jan	1215	FRA <sub>1</sub>	1514	IAD	UA917 - 777 FCY
MTWTFSS	Until 15Jan	1215	FRA <sub>1</sub>	1514	IAD	*LH9050 - 777 FCY
**W***	13Feb Only	1215	FRA <sub>1</sub>	1514	IAD	UA917 - 777 FCY
**W***	13Feb Only	1215	FRA <sub>1</sub>	1514	IAD	*LH9050 - 777 FCY
MTWTFSS		1315	FRA <sub>1</sub>	1600	IAD	LH418 - 744 FCY
MTWTFSS		1315	FRA <sub>1</sub>	1600	IAD	*UA8827 - 744 FCY
MTWTFSS		1700	FRA <sub>1</sub>	2002	IAD	UA933 - 777 FCY
MTWTFSS		1700	FRA <sub>1</sub>	2002	IAD	*LH9252 - 777 FCY
<b>connections</b>						
	depart		arrive		flight	
M**TF*S	Until 11Jan	0950	FRA <sub>1</sub>	1115	CPH <sub>3</sub>	SK640 - 321 CY
		1220	CPH <sub>3</sub>	1515	IAD	SK925 - 330 FCY
M**TFSS	From 12Jan	0950	FRA <sub>1</sub>	1115	CPH <sub>3</sub>	SK640 - M82 CY
		1220	CPH <sub>3</sub>	1515	IAD	SK925 - 330 FCY
MTWTFSS	From 13Feb	1110	FRA <sub>1</sub>	1405	YYZ <sub>1</sub>	AC873 - 333 CY
		1608	YYZ <sub>1</sub>	1740	IAD	*AC4620 - E70 CY
*TWTFS	Until 6Jan	1110	FRA <sub>1</sub>	1405	YYZ <sub>1</sub>	AC873 - 333 CY
		1622	YYZ <sub>1</sub>	1755	IAD	*AC4620 - E70 CY
MTWTF*S	7Jan-12Feb	1110	FRA <sub>1</sub>	1405	YYZ <sub>1</sub>	AC873 - 333 CY
		1620	YYZ <sub>1</sub>	1759	IAD	*AC4620 - E70 CY
MTWTFSS	From 13Feb	1250	FRA <sub>1</sub>	1540	YYZ <sub>1</sub>	*AC9105 - 343 CY
		1900	YYZ <sub>1</sub>	2029	IAD	*AC4556 - ER4 Y
*TWTFS	Until 6Jan	1250	FRA <sub>1</sub>	1540	YYZ <sub>1</sub>	*AC9105 - 343 CY
		1915	YYZ <sub>1</sub>	2048	IAD	*AC4556 - ER4 Y
MTWTFSS	7Jan-12Feb	1250	FRA <sub>1</sub>	1540	YYZ <sub>1</sub>	*AC9105 - 343 CY
		1910	YYZ <sub>1</sub>	2049	IAD	*AC4556 - ER4 Y

59. How many direct flights operate from Frankfurt to Washington daily?
- 2
  - 4
  - 8
  - 14

60. UA and LH are code share airlines on this routing, but LH is the operating airline. TRUE or FALSE?
- True
  - False



Refer to this Delhi International Airport website display to answer question 61.

Singapore - New Delhi, 10 Aug « prev day | next day »

« prev 1 2 3 4 5 next »

\*prices include all taxes and fees

depart	arrive	stops (time)	airline	price per adult
SIN 13:40	DEL 22:00	1 (10:50)	Malaysia	\$ 234 <input type="button" value="select"/> 2 bookings
<a href="#">+ details</a>				
SIN 09:15	DEL 12:45	0 (6:00)	Air India	\$ 328 <input type="button" value="select"/> airindia.in
<a href="#">+ details</a>				
SIN 09:15	DEL 16:10	1 (9:25)	JET AIRWAYS	\$ 354 <input type="button" value="select"/> lastminute.com \$ 353 + all prices
<a href="#">+ details</a>				
SIN 09:15	DEL 16:10	1 (9:25)	JET AIRWAYS	\$ 354 <input type="button" value="select"/> sky-tours.com
<a href="#">+ details</a>				
SIN 09:15	DEL 16:10	1 (9:25)	JET AIRWAYS	qeruxx.com \$ 367 + all prices
<a href="#">+ details</a>				
SIN 06:35	DEL 21:20	1 (17:15)	Malaysia	\$ 355 <input type="button" value="select"/> 2 bookings
<a href="#">+ details</a>				
SIN 07:45	DEL 21:20	1 (16:05)	Malaysia	\$ 355 <input type="button" value="select"/> 2 bookings
<a href="#">+ details</a>				
SIN 09:10	DEL 21:20	1 (14:40)	Malaysia	\$ 355 <input type="button" value="select"/> 2 bookings
<a href="#">+ details</a>				

61. According to this webpage display, which is TRUE for travel from SIN to DEL?
- All flights arrive in DEL on August 10.
  - All flights are morning departures.
  - Jet Airways operates non-stop flights.
  - The lowest fare is on connecting services.
62. Which is normally issued at an airport kiosk?
- A boarding pass
  - A ticket
  - A passport
  - A visa
63. "Baggage \_\_\_\_\_" is the term referring to the amount of luggage each passenger is permitted to transport free of charge.
- tag
  - allowance
  - limit
  - claim

64. Reimbursement to the purchaser of all or a portion of an unused airline ticket is referred to as a \_\_\_\_\_.

- A. penalty
- B. validation
- C. downgrade
- D. refund

65. Which country has the largest railway system?

- A. Canada
- B. India
- C. Australia
- D. Japan

Refer to the following Thomas Cook Timetable to answer questions 66 and 67.

ble 8005		HAKODATE-- MORIOKA																				#### JR		
V. cl. of. ax	609 1.057m.	202	1002	1004	1005	1008	1010	1012	1014	1016	3124	1019	3126	1020	1022	3130	1024	1026	1028	3132	582	3134	584	
	km	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	Lex	S	S	S	
Hakodate	176	0252	0518	0509	0541	0712	0808	0847	0959	1105	1214	1323	1339	1414	1453	1544	1641	1649	1739	1858	1956	2013	2138	2210
Kikonal	195																							
Aomori	0	0518	0509	0541	0712	0808	0847	0959	1105	1214	1323	1339	1414	1453	1544	1641	1649	1739	1858	1956	2013	2138	2210	
Nohej	45																							
Misawa	76																							
Hachinohe	95																							
Sannaho	116																							
Morioka	204																							

66. Which train number operates non-stop from Aomori to Hakodate?

- A. 201
- B. 589
- C. 1003
- D. 3127

67. If a passenger boards a train at Misawa at 0856 local time, at what time will she arrive at Morioka?

- A. 0826
- B. 0911
- C. 1024
- D. There is no train service between Misawa and Morioka

68. Most trains offer \_\_\_\_\_ of service.

- A. one class
- B. two classes
- C. three classes
- D. eight classes

69. A "direct" or "through" train would \_\_\_\_\_.

- A. not require a change of trains between two cities
- B. require a change of train between two cities
- C. cost more than travel by air between two cities
- D. offer meals and sleeping accommodations

70. Which rail service is normally the most expensive?

- A. Car-carrying trains
- B. Luxury trains
- C. Through trains
- D. Express trains

71. Which type of distributor reserves a car rental for a traveler as part of an inclusive package deal?

- A. A car rental company
- B. A travel agent
- C. An airline
- D. A tour operator

72. Which is generally NOT required for car rental drivers?

- A. Drivers must have a minimum age
- B. Drivers must have a valid driver's license
- C. Drivers must possess an international credit card
- D. Drivers must purchase personal car insurance

73. What is a car upgrade?

- A. The option to pay a standard rate for a more expensive car brand
- B. A rental fee discount or corporate rate for business travelers
- C. A reservation offered at no charge to frequent customers
- D. A rental fee discount offered to car rental company employees

74. What is included in a camper van rental starter kit?

- A. A full petrol or gasoline tank
- B. Towels, bed linens, dishes and utensils
- C. Tables and chairs for outdoor use
- D. A bottle of propane gas for heating water

75. Hotel ratings systems should be used to compare hotels \_\_\_\_\_.

- A. on the same continent only
- B. in the same country only
- C. between different rating systems
- D. between different countries

76. A client who requests a kitchenette in the hotel guest room would require a \_\_\_\_\_.

- A. standard room
- B. deluxe room
- C. suite
- D. superior room

77. Hotel properties tend to offer a \_\_\_\_\_ room rate when the occupancy rate is low.

- A. consortium
- B. corporate
- C. familiarization
- D. promotional

78. Why might a hotel reservation be canceled before the customer checks into the hotel?
- A. The reservation was made by telephone and not through a GDS or CRS
  - B. The reservation was not guaranteed by credit card or a deposit
  - C. The reservation was made through a tour operator or wholesaler
  - D. The customer did not buy cancellation insurance at the time of reservation
79. The difference between a ferry service and a cruise product is that \_\_\_\_\_.
- A. ferries pay high travel agency commissions
  - B. ferries carry mostly vacationing passengers
  - C. ferries operate the largest existing vessels
  - D. ferries sail between the same two ports
80. Cruising is limited to the oceans of the world. TRUE or FALSE?
- A. True
  - B. False
81. A cruise is a popular honeymoon vacation. TRUE or FALSE?
- A. True
  - B. False
82. Which type of tour allows travelers to visit multiple destinations and includes air transport, car rental and lodging?
- A. Escorted tour
  - B. AAA tour
  - C. Fly/drive tour
  - D. Motor coach tour
83. What is NOT included in an independent tour?
- A. A car rental
  - B. Hotel reservations
  - C. A tour guide
  - D. Transportation to the destination
84. A description of the itinerary will help customers understand a tour's \_\_\_\_\_.
- A. surcharges
  - B. size
  - C. conditions
  - D. pace
85. On an escorted tour of France, the visit to Château Versailles in Paris is canceled. What would the tour cancellation or refund policy normally guarantee to the tour participants?
- A. To refund 50% of the tour price to each tour participant
  - B. To substitute the palace visit with a different attraction
  - C. To extend the tour by an extra few days to visit the palace
  - D. To offer tour participants a discount voucher for a future tour
86. Dressing casually is generally interpreted by customers as poor \_\_\_\_\_.
- A. authority
  - B. service
  - C. confidence
  - D. grooming

87. Every customer call is an opportunity to make \_\_\_\_\_.
- A. a new friend
  - B. assumptions
  - C. a new sale
  - D. mistakes
88. Which is a response that shows empathy to an upset customer?
- A. Let me do the talking and explain the situation
  - B. The company is not responsible for the error
  - C. I regret that you have experienced this problem
  - D. You should not be upset over this situation
89. Speaking slowly is an example of \_\_\_\_\_ behavior.
- A. non-assertive
  - B. insensitive
  - C. assertive
  - D. sensitive
90. Stress generally affects your emotional well-being but has no effect on your physical state." TRUE or FALSE?
- A. True
  - B. False



98. Which fare can be used for a trip departing on a Monday and returning two days later on Wednesday?

FQAKLLAX17MAR  
AKL-LAX -SHOP WED 17MAR NZD  
NZ 3/ 4/ 1 QF 1/ 1/ 0 UA 1/ 0/ 0

SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED  
INTEL TAXES/FEES/US PFC - NOT INCL IN TOTAL

V	FARE BASIS	AP	FARE-OW	FARE-RT	CX	BK	SEASON	MINMAX	RTG
1	TLAP2M1	1		1756.00	QF	T	---	7/60	PA01
2	YLAP	1		1970.00	QF	Y	---	7/90	PA01
3	TAPOW	7	1064.00	2128.00	QF	T	---	SU/ -	PA01
4	THAP2M1	14		2128.00	QF	T	---	-/60	PA01
5	YEE90	-		2999.00	QF	Y	---	-/90	PA01
6	Y2	-	2421.00	4842.00	QF	Y	---	-/ - #	

- A. The TLAP2M1fare  
B. The YLAP fare  
C. The TAPOW fare  
D. The THAP2M1 fare

99. Which entry will display the lowest available fare for an itinerary, and rebook all segments in the corresponding class of service?

- A. WP  
B. WSNC  
C. WPNC  
D. WPNCB

100. Which statement is TRUE concerning the following PNR?

1.2TAAVI/EIKKI DR/KYLLIKKI MRS  
1 AY 147A 24OCT 1 HELSFO HK4 0945 1025 /DCAY\*777654  
2 AY 148A 14NOV 1 SFOHEL HK4 0015 0825 15NOV 2 /DCAY\*777654  
TKT/TIME LIMIT

1. T-25SEP-Y2VS\*AAB  
PHONES

- 1.HEL01 66360-A  
2.HEL06 80987-H

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY  
TICKET RECORD - AUTOPRICED  
FREQUENT TRAVELER DATA EXISTS \*FF TO DISPLAY ALL  
REMARKS

- 1.-\*VI4472235135221Y12/14  
2.XXTAW25SEP/

- A. This PNR has not yet been priced nor ticketed  
B. This PNR has been priced but not yet ticketed  
C. This PNR was ticketed on 25 September  
D. It is not possible to determine if this PNR is ticketed

END OF EXAM QUESTIONS



## ELECTRONIC BOOKING TOOLS AMADEUS

Answer questions 91 to 100 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

91. Which entry is used to find the name of the airline operating the flights in the following itinerary?

RP/GRU1A2001/GRU1A2001 JJ/GS 07AUG/1114AZ 04FFTO  
2 TP 701 M 06NOV 2 GRULIS HK1 610P 1110A+1 \*1A/E\*  
3 TP 709 M 22NOV 4 LISGRU HK1 855A 410P \*1A/E\*

- A. DANTP  
B. DACTP  
C. DNATP  
D. DACGRU

92. At which airport do the British Airways (BA) flights in this display connect?

AN15JANDELJFK  
\*\* AMADEUS AVAILABILITY - AN \*\* JFK JOHN F KENNEDY.USNY 113 SU 15JAN 0000  
1 AI 101 F4 A4 P4 C4 D4 J4 Z4 /DEL 3 JFK 4 0045 0545 E0.77W 15:30  
Y4 B4 M4 H4 K4 Q4 V4 W4 G4 L4 U4 T4 S4 E4  
2 BA 142 F9 A9 J9 C9 D9 R9 I9 /DEL 3 LHR 5 0330 0715 E0/744  
W9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9 O9 G9  
BA 117 F9 A9 J9 C9 D9 R9 I9 /LHR 5 JFK 7 0820 1100 E0/744 18:00  
W9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9 O9 G9  
K7 M7 V7 N7 S7 Q7 L7 G7 O7  
3 LH 761 F9 A9 J9 C9 D9 Z9 Y9 /DEL 3 FRA 1 0305 0710 E0/744  
B9 M9 H9 Q9 V9 W9 U9 S9 L9  
SQ:US5416 F9 C9 D9 Z9 Y9 B9 M9 /FRA 1 JFK 4 0820 1045 E0.744 18:10  
H9 Q9 N9 V9 W9 L9 S9 T9 G9 K9 U9 E9

- A. DEL  
B. JFK  
C. LHR  
D. FRA

93. Which required element is missing from this PNR creation?

RP/OSL1A2003/  
1.GIBSEN/MAGNUS MR  
2 SK 45 B 18NOV 6 OSLSVG HS1 830P 920P 735 0  
3 AP OSL 85 33 34 33-AMADEUS TRAVEL-A  
4 AP OSL 85 55 23 82-H  
5 TK TL27OCT/OSL1A2003

- A. Phone contact  
B. Form of payment  
C. Ticketing arrangement  
D. Received-from



94. Which entry adds the Varig Airlines (RG) frequent flyer number 123456789 for Mr. Rescalvo to the following PNR?

--- RLR ---

RP/GIG1A2001/GIG1A2001 PZ/GS 20OCT/1513Z KJH906  
 1.RESCALVO/ANTONIO MR 2.RESCALVO/SILVIA MRS  
 3 RG 912 Y 01NOV 3 GIGEZE HK2 0900 1200 \*1A/E\*  
 4 RG 913 Y 03NOV 5 EZEGIG HK2 1810 2100 \*1A/E\*  
 5 AP GIG 021 378 4567-AMADEUS TRAVEL-A  
 6 AP GIG 021 734 8579-B  
 7 TK TL24OCT/GIG1A2001

- A. FFN-RG123456789  
 B. FFN-RG123456789/P2  
 C. FFNRG-123456789/P1  
 D. FFNRG-123456789/P2

95. Which entry will cancel (delete) the remark element in the following PNR?

--- RLR ---

RP/LHR1A2002/LHR1A2002 KD/GS 01NOV/0930Z 353XIS  
 1.ANDERSON/DERRICK MR  
 2 BA 299 S 15DEC 6 LHRORD HK1 1030 1340 \*1A/E\*  
 3 BA 298 S 22DEC 6 ORDLHR HK1 1720 0720+1 \*1A/E\*  
 4 AP LHR 0171 345 9878-GLOUCESTER TRAVEL-A  
 5 AP LHR 0171 344 2994-H  
 6 AP LHR 0181 607 2900X345-B  
 7 TK TL01DEC/LHR1A2002  
 8 OSI YY PSGR IS PROMINENT JOURNALIST FOR BBC  
 9 RM REQUIRES CAR IN CHICAGO  
 10 AM MR ANDERSON,14 COTLEY ST,LONDON SW1 2SA

- A. XE8  
 B. XE7  
 C. XE9  
 D. XE10

96. Which entry will assign seats 21A, 21B and 21C from a seat map for a PNR?

- A. ST/21ABC  
 B. ST/21A-D  
 C. SM/21ABC  
 D. SM/21A-C

97. Which entry will display a multi-company car availability listing for SCAR vehicles only, for the full duration of the passengers' stay in Sydney (SYD) in the following PNR?

RP/BKK1A2001/BKK1A2001 BB/GS 30APR/0412Z 387VHM  
 3 TG 991 Y 13MAY 2 BKKSYP HK2 1810 0610+1 \*1A/E\*  
 4 TG 992 Y 18MAY 7 SYDBKK HK2 1610 2245 \*1A/E\*

- A. CA3/VT-SCAR  
 B. CAS/VT-SCAR  
 C. CAS3/VT-SCAR  
 D. CA/VT-SCAR



98. Which fare can be used for a trip departing on a Monday and returning two days later on Wednesday?

FQDLHRMCO

TAX MAY APPLY

ROE 0.69519 UP TO 1.00 GBP  
 15DEC \*\*29DEC /LONORL/NLX#AT/TPM 4336/MPM 5203  
 LN FARE BASIS OW GBP RT PEN DATES DAYS AP MIN MAX AL R  
 01 QIPO 294.00 488.00 NRF B02JAN F07JAN + SU - CO R  
 02 QIPR 488.00 NRF B02JAN F07JAN + SU - CO R  
 03 LIPNO 294.00 488.00 + O07JAN F20JAN + SU - DL R  
 04 LIPO 294.00 488.00 + B02JAN O07JAN + - - VS R

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- A. The QIPO fare  
 B. The QIPR fare  
 C. The LIPNO fare  
 D. The LIPO fare

99. Which entry will display the lowest price for a PNR, and rebook the flights in the required class of service?

- A. FXX  
 B. FXA  
 C. FXP  
 D. FXR

100. Which statement is TRUE concerning the following PNR?

--- RLR TST ---

RP/SIN1A2001/SIN1A2001 YK/GS 16JUL/1237Z 9YY01X  
 1.KHOOPAN/MARK MR 2.KHOOPAN/RATTI MRS  
 3 LH 781 F 15AUG 6 SINFRA HK2 1255A 740A+1 \*1A/E\*  
 4 LH 778 F 29AUG 6 FRASIN HK2 950P 405P+1 \*1A/E\*  
 5 AP SIN 65 6221 8451-SINGAPORE TRAVEL-A  
 6 AP SIN 65 6221 9678-H  
 7 TK OK20JUL/SIN1A2001//ETLH  
 8 FA PAX 220-1827385925/ETLH/EUR4078.00/20JUL/S3-4/P1  
 9 FA PAX 220-1827385926/ETLH/EUR4078.00/20JUL/S3-4/P2

- A. Fares are stored, but tickets are not issued  
 B. Tickets will be issued on 20 July  
 C. Tickets were issued on 20 July  
 D. No fares are stored and no tickets have been issued

END OF EXAM QUESTIONS





97. What is true about the information displayed in this car availability display?

CAS2  
 \*\*MADEUS CARS RATE AVAILABILITY\*\* CHECK POLICIES: USE CT OR CR  
 AMS AMSTERDAM/NL:AMSTERDAM AIRPORT SCHIPHOL  
 ARRIVAL:MO18JUN /1440 RETURN:TH21JUN /0910

A	TYPE	DAILY-CAD	ESTIMATED-KM/M	CHRG S
1T	AL+ALAMO	MCMN +67.53@	232.99@*	UNL .00
2T	ZD+BUDGET	MCMN +85.22@*	294.03@*	OK 0.85
3T	ZI+AVIS	MEMN +107.74@*	371.71@*	OK 1.06
4T	ZL+NATIONAL	ECMN +110.96@*	382.81@*	OK 1.09
5T	ZR+HERTZ	ECMN +130.26@*	449.59@*	OK 1.27
6T	ZR+DOLLAR	ECMN +144.73@*	499.33@*	UNL .00
** EXTRA CHARGES MAY APPLY ON RATES BELOW **				
7T	KG KEMWELL	MCMN 56.28@*		UNL .00
8T	EC ECR EUROPEA	ECMN 83.62@*		UNL .00

@-RATE CONVERTED \*-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE  
 --EXACT MATCH &-UPSELL >-ALTERNATE  
 NO MORE ITEMS  
 >

- A. The rates displayed are for the same vehicle type
- B. The rates are only for vehicles with manual transmission
- C. The rental counters in this display are off-terminal only
- D. There are no cars available for the period displayed

98. Which entry displays AF fares for travel from MOW to PAR?

- A. FDSVOCDC/AF
- B. FQDSVOCDC/AF
- C. FQDSVOCDC/AF
- D. FQDSVOCDC/A/AF

99. Today is Thursday, 20 September. A customer wishes to book a return trip from AMS to MAD, departing on Wednesday, 10OCT. What would the earliest return date be for the lowest fare?

JL KL TAX MAY APPLY  
 ROE 1.12144 UP TO 1.00 EUR  
 10OCT\*\*24OCT/IB AMSMAD/NLX# /TPM 909/MPM 1090

LN	FARE BASIS	OW	EUR	RT	B	PEN	DATE/DAYS	AF	MT	MM	R
01	YLPX6M		454.00	M	-	-	E28JUN -	14	SU	6M	R
02	YHPX1M		510.00	M	-	-	E28JUN -	7	SU	1M	R
03	YE1M		690.00	M	-	-	E28JUN -	-	SU	1M	R
04	Y	565.00	1120.00	Y	-	-	-	-	-	-	M
05	C	595.00	1190.00	C	-	-	-	-	-	-	M
06	F	719.00	1438.00	F	-	-	-	-	-	-	M

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- A. Saturday, 13 October
- B. Sunday, 14 October
- C. Thursday, 6 September
- D. Thursday, 11 October

100. Which entry will display the electronic ticket record (ETR) for this PNR?

--- RLR TST ---  
 RP/LHRIA2002/LHRIA2002 CW/SU 03NOV/1012Z 728BXU  
 1.BERMAN/ANN MS  
 2 AA 131 G 13NOV 2 LHRJFK HK1 1600 185 \*1A/E\*  
 3 AA 100 G 22NOV 1 JFKLHR HK1 1820 062 \*1A/E\*  
 4 AP LHR 0171 273 6224-H  
 5 AP LHR 0171 998 2893-B  
 6 TK OK05NOV/LHRIA2002//ETAA  
 7 FA PAX 001-7883411342/ETAA/GBP515.37/05NOV/S2-3  
 8 FB PAX 8934111361 TTP OK ETICKET OFFER ITIN/RCPT\*ADV  
 PHOTO ID REQUIRED/S2-3

- A. TWD
- B. TETR
- C. TQT
- D. TTP

END OF EXAM PAPER

