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.

Use the following information to answer questions 1 to 10.

Refer to the reservation. Calculate the lowest applicable fare for this journey. Price the journey as one pricing unit 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
```
1. GA  820C  02JUN 1  CGKKUL HK1  0840   1150   /DCGA*DKAPDA /E
2. MH   66C  02JUN 1  KULICN HK1  2335   0650   03JUN 2 /DCMH*EI56DW /E
3. JL  950C  09JUN 1  ICNNRT HK1  0800   1020   /DCJL*8FCDB3 /E
4. JL  725C  11JUN 3  NRTCGK HK1  1055   1655   /DCJL*8FCDB3 /E
```

TPMs
```
JKT-KUL     724 EH
KUL-SEL    2864 EH
SEL-TYO     759 EH
TYO-JKT    3611 EH
```

Fare type
Adult Normal Business Class Fare

This blank fare construction table for return journeys 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				

1. Which is TRUE of the lowest fare construction?
   A. A HIP applies to the outbound fare component
   B. A HIP applies to the inbound fare component
   C. A HIP applies to both fare components
   D. There are no HIPs

2. Which fare breakpoint produces the lowest fare?
   A. KUL
   B. SEL
   C. TYO

3. The EMS for the outbound fare component is _____.
   A. 5M
   B. 10M
   C. 15M
   D. 20M

4. The minimum fare for the journey is _____ the AF.
   A. equal to
   B. lower than
   C. higher than

5. The LCF is _____
   A. USD 2553.00
   B. USD 2617.00
   C. USD 2518.00
   D. USD 2709.00

6. The AF for the inbound fare component is _____
   A. equal to the published direct fare
   B. increased by an EMS
   C. increased by a HIP
   D. increased by a HIP and an EMS

7. Which TFC must be collected at the time of ticketing?
   A. JPY100HJ
   B. KRW27000BP
   C. KRW5000DA
   D. MYR9.00MY

8. This journey has _____ transfers.
   A. 1
   B. 2
   C. 3
   D. 4

9. Travel is between which Sub-areas?
   A. South East Asia and Japan/Korea
   B. South Asian Subcontinent and Japan/Korea
   C. South East Asia and South Asian Subcontinent
   D. South West Pacific and South East Asia

10. Changing KUL to a stopover point _____ the fare.
    A. increases
    B. reduces
    C. does not change

Use the following information to answer questions 11 to 20.

Quote the lowest applicable special fare for this journey with one pricing unit and two fare components. You must break this journey at MAD. Answer questions by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

Journey

```
 - RLR ---
RP/MEXVS3613/MEXVS3613            RM/GS    7MAR/0043Z    Z8UOLA
MEXVS3613/2904RM/7MAR
 1.SAMPRAS/PMR
 2  AF    5 Y 10MAR 6 MEXCDG  HK1  1430 0835  11MAR  E  AF/P46U4Q
 3  AF 1600 Y 08APR 7 CDGMAD  HK1  1230 1435  08APR  E  AF/P46U4Q
 4  BA  459 Y 30APR 1 MADLHR  HK1  1420 1540  30APR  E  BA/HKJ44Q
 5  BA  243 Y 16JUL 1 LHRMEX  HK1  1240 1820  16JUL  E  BA/DEF34P
 6 AP MEX 9819896841 - TRAVEL MART PVT LTD.(RES) - A
 7 TK TL08MAR/MEXVS3613
>
```

TPMs
MEX PAR   5734 AT
PAR MAD   664 EH
MAD LON   785 EH
LON MEX   5557 AT

Fare type
Adult Special Fare

This return journey blank 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. The lowest applicable special fare is governed by rule _____.
    A. X0765
    B. X0762
    C. X0763

12. Which statement is TRUE?
    A. There is a mileage surcharge in the inbound fare component
    B. There is a stopover charge of USD 75 for the lowest fare
    C. The journey is a round trip
    D. Travel is between traffic conferences 2 and 3

13. The total local currency fare, excluding TFCs, is _____.
    A. USD 1893.00
    B. USD 1404.00
    C. USD 1664.00
    D. USD 1979.00

14. The minimum stay date for this journey is _____.
    A. 06MAY from LON to MEX
    B. 15APR from MAD to LON
    C. 17MAR from LON to MEX
    D. 11MAR from PAR to MAD

15. One half of a fare under rule X0762 may be combined with one half of another North Atlantic fare with rule X0763. TRUE or FALSE?
    A. True
    B. False

16. Rule X0765 applies to a RT journey from _____.
    A. FRA to ACA
    B. MEX to ZRH
    C. MIA to LON
    D. Both A and B

17. MEX belongs to which IATA sub-areas?
    A. North America and North Atlantic
    B. Central America and Mid-Atlantic
    C. South America and Mid-Atlantic
    D. South America and South Atlantic

18. The lowest applicable special fare permits _____.
    A. no stopovers
    B. one stopover for the journey
    C. two stopovers outbound and inbound
    D. two stopovers for the journey

19. How can the fare for this journey be reduced without changing the ticketed points?
    A. Change only the departure date to 16JAN
    B. Change LON to a no-stopover point
    C. Change only the return date to 16JUN
    D. Change PAR and MAD to no-stopover points

20. The applicable Departure Charge (JD) tax from Spain for the sector MAD to LON would be _____.
    A. EUR 4.32
    B. EUR 6.84
    C. EUR 4.62
    D. EUR 3.67

er to the following electronic ticket display. Answer questions 21 to 25 by blackening a circle for each
stion number on the separate Answer Sheet provided. Only one answer per question is accepted.

```
:CTRON)C TICKET RECORD                          PNR:IKVPUY
7::4377(8          CUST:
r:.6181(86557895    .ISSUED:05JAN    PCC:Y2VS   IATA:987654321
4E:KHOC'/JAMES MR                    FF: 12345678
4E. REF:
P:*CA5(44118870905991¥3/16
N A/L  FLT CLS DATE   BRDOFF TIME ST F/B      STAT NVB    NVA    BG
1  SQ  866  Y  01FEB  SINLHR 1330 OK YLAP2M   OPEN 01FEB 01FEB 2PC
2  AC    8  Y  02FEB  LHRYYZ 1910 OK YLAP2M   OPEN 02FEB 02FEB 2PC
3  AC  868  Y  14FEB  YYZLHR 0815 OK YLAP2M   OPEN 14FEB 14FEB 2PC
4  SQ  321  Y  14FEB  LHRSIN 2205 OK YLAP2M   OPEN 14FEB 14FEB 2PC
NREF/Al EX
RE SGD(644 TAX    41 GB TAX    23 SQ TAX    20 CA TAX
TAL SGI 4728
```

Which is TRUE?
- A.   AC868 is a codeshare flight
- B.   All coupons are now expired
- C.   SQ is the validating carrier
- D.   The itinerary represents online travel

Which is the reservation reference code?
- A.   987654321
- B.   Y2VS
- C.   437708
- D.   IKVPUY

The entry "0815" in coupon 3 represents _____.
- A.   a departure time
- B.   a TFC for LON
- C.   an arrival time
- D.   a fare level identifier

Which statement is TRUE about this electronic ticket?
- A.   The passenger is entitled to check in one baggage
- B.   The passenger paid for this ticket by credit card
- C.   The passenger will stop in London twice
- D.   The passenger will cross the Atlantic and Pacific Oceans

The total TFC amount collected is _____.
- A.   NUC 4644
- B.   SGD 84
- C.   NUC 84
- D.   SGD 4728

Refer to the following fare calculation extract. Answer questions 26 to 30 by blackening a circle for each
question number on the separate Answer Sheet provided. Only one answer per question is accepted.

```
Fare calculation
CAI MS BKK PR MNL M1026-12 CX HKG LY X/TLV Q4.22MS CAI M CAIHKG1046.04P
CAIHKG19.92NUC2096.30END ROE5.6991
```

26.   How many transfers are there for the journey?
- A.   3
- B.   4
- C.   5
- D.   6

27.   Which is a fare breakpoint?.
- A.   BKK
- B.   HKG
- C.   MNL
- D.   TLV

28.   What will be the applicable fare in EGP local currency?

Country (+ local currency acceptance limited)	Currency Name	ISO Codes		From NUC	Rounding Units		Decimal Units	Notes
					Local Curr. Fares	Other Charges		
+ Egypt (Arab Rep. of)	Egyptian Pound	EGP	818	5.699100	1	1	2	

- A.   EGP 11948.00
- B.   EGP 11947
- C.   EGP 367.00
- D.   EGP 11810.00

29.   Which is TRUE?
- A.   The total applicable fare is higher than the minimum fare
- B.   The total applicable fare is equal to the minimum fare
- C.   The total applicable fare is lower than the minimum fare
- D.   A minimum fare does not apply to this pricing unit

30.   What does the amount of 4.22 represent?
- A.   A stopover charge for Tel Aviv
- B.   A Passenger Facility Charge for Cairo
- C.   A ticket sales tax for travel from Cairo
- D.   A surcharge for travel from Hong Kong

31.   In SC100 and SC101, which paragraph number defines children and infant fare discounts?
- A.   8
- B.   10
- C.   12
- D.   19

32. AC operates AC876 daily from YYZ to FRA. AC and LH are codeshare partners. LH sells seats on AC876 with flight number LH9876. Which is TRUE if a passenger makes a one way reservation on LH9876?
    A. AC is the operating carrier
    B. AC is the marketing carrier
    C. AC is the validating carrier
    D. AC is the ticketing carrier

33. Which routing is identified by the IATA Global Indicator "SA"?
    A. DEL-MRU-JNB-RIO
    B. HKG-MRU-HRE-JNB
    C. HKG-MRU-JNB-BUE
    D. HKG-ZRH-MIA-SAO

34. Consider the following reservation.

    ```
    LH 499 Y 09FEB 5 MEXFRA HK1 2045 1430+1
    LH 498 Y 15FEB 3 FRAMEX HK1 1330 0050+1
    ```

    An Airport Security Charge of EUR 8.24DE must be collected. This charge will appear on the ticket in _____ currency.
    A. USD
    B. MXP
    C. NUC
    D. EUR

35. Consider the following fare construction. The fare is purchased and ticket is issued in BOM.

    ```
    LON BA PAR AF BKK TG HAN M4071.52TG BKK BA LON M4071.52NUC8143.04END
    ROE0.518602
    ```

    The total fare in NUC must be converted into the currency of the country where _____.
    A. travel begins
    B. travel ends
    C. the ticket is issued
    D. the ticket is paid

36. How should an agency prepare to grow large customer sales and sell more products to smaller customers?
    A. Sell as many products as possible
    B. Analyze back-office financial data
    C. Provide more sales training to staff
    D. Hire staff with strong interpersonal skills

37. What makes a small travel agency business successful?
    A. Selling travel products through its online website
    B. Attracting large corporate account customers
    C. Providing personalized service to its customers
    D. Offering a large selection of travel products

38. The International Congress and Convention Association (ICCA) represents _____
    A. hotel and other accommodation properties
    B. government tourism offices
    C. companies specialized in managing events
    D. global travel companies and agencies

39. Which is the best example of accommodations contributing to sustainable tourism?
    A. A balcony cabin on a luxury cruise ship sailing the Nile River
    B. A lodge on a local wildlife reserve or park in Tanzania
    C. A hotel room in Hong Kong decorated with imported antiques
    D. A mobile tent useful for photo expeditions in the arctic

40. Which does NOT directly represent a society's culture?
    A. Language
    B. Transportation
    C. Religion
    D. Art

41. _____ is bordered by three Oceans.
    A. South Africa
    B. Africa
    C. Antarctica
    D. Asia

42. Which is the three-letter city code for Sydney, Australia?
    A. AUS
    B. SYD
    C. NEY
    D. ASY

43. Which is NOT an airport in the United States of America?
    A. Wayne County
    B. La Guardia
    C. O'Hare
    D. Pearson International

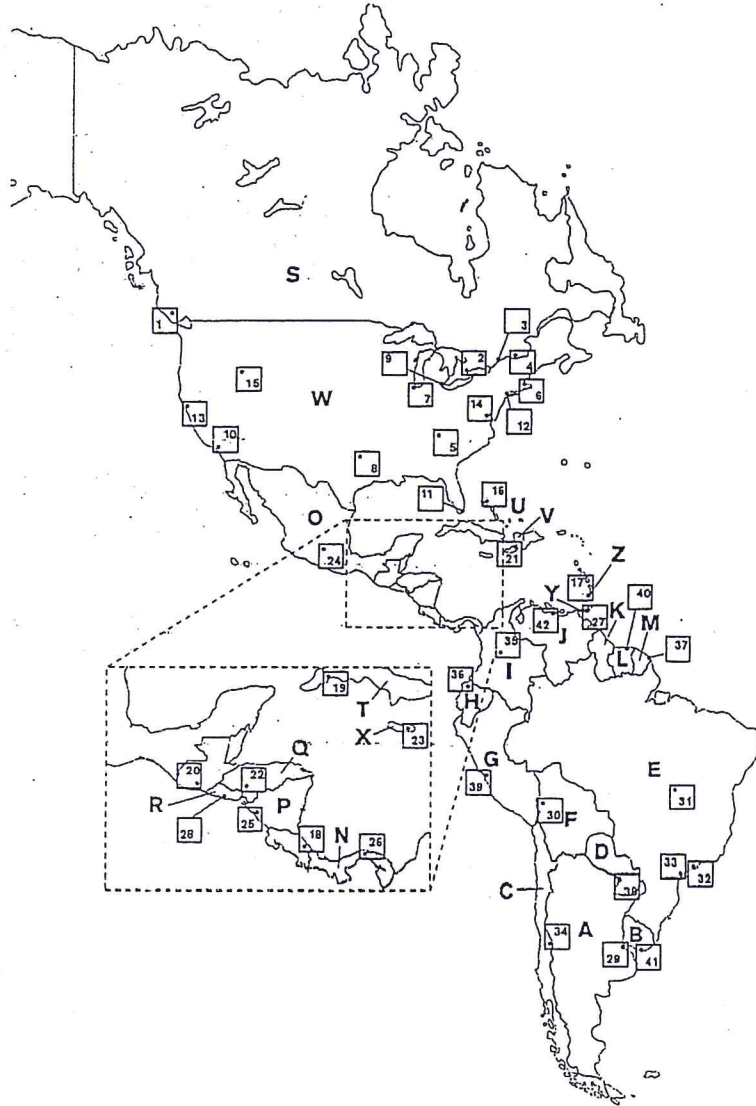Refer to the following OAG Time Calculator Extract to answer questions 44 to 46.

S	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Saint Barthélemy	-4		
Saint Helena	GMT		
Saint Kitts and Nevis, Leeward Island	-4		
Saint Lucia	-4		
St Maarten (Dutch Part)	-4		
Saint Martin	-4		
Saint Pierre and Miquelon	-3	-2	13 Mar - 06 Nov
St Vincent and the Grenadines	-4		
Samoa	-11		
San Marino	+1	+2	27 Mar - 30 Oct
Sao Tome and Principe	GMT		
Saudi Arabia	+3		
Senegal	GMT		
Serbia	+1	+2	27 Mar - 30 Oct
Seychelles	+4		
Sierra Leone	GMT		
Singapore	+8		
Slovakia	+1	+2	27 Mar - 30 Oct
Slovenia	+1	+2	27 Mar - 30 Oct
Solomon Islands	+11		
Somalia	+3		
South Africa	+2		
Spain**			
Mainland, Balearics, Melilla, Ceuta	+1	+2	27 Mar - 30 Oct
Canary Islands	GMT	+1	27 Mar - 30 Oct
Sri Lanka	+5.30		
Sudan	+3		
Suriname	-3		
Swaziland	+2		
Sweden	+1	+2	27 Mar - 30 Oct
Switzerland	+1	+2	27 Mar - 30 Oct
Syrian Arab Republic	+2	+3	01 Apr - 27 Oct

T	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Tajikistan	+5		
Tanzania United Republic of	+3		
Thailand	+7		
Timor-Leste	+9		
Togo	GMT		
Tonga	+13		
Trinidad and Tobago	-4		
Tunisia	+1		
Turkey	+2	+3	28 Mar - 30 Oct
Turkmenistan	+5		
Turks and Caicos Islands	-5	-4	13 Mar - 06 Nov
Tuvalu	+12		

U	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Uganda	+3		
Ukraine	+2	+3	27 Mar - 30 Oct
United Arab Emirates	+4		

	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
United Kingdom	GMT	+1	27 Mar - 30 Oct
United States Minor Outlying Islands**			
Johnston Atoll	-10		
Midway Island	-11		
Wake Island	+12		
USA**			
Eastern Time except Indiana	-5	-4	13 Mar - 06 Nov
Central Time	-6	-5	13 Mar - 06 Nov
Mountain Time except Arizona	-7	-6	13 Mar - 06 Nov
Mountain Time Zone – Arizona	-7		
Pacific Time	-8	-7	13 Mar - 06 Nov
Alaska	-9	-8	13 Mar - 06 Nov
Aleutian Islands	-10	-9	13 Mar - 06 Nov
Hawaiian Islands	-10		
Uruguay	-3	-2	02 Oct – 11 Mar
Uzbekistan	+5		

V	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Vanuatu	+11		
Venezuela	-4.30		
Viet Nam	+7		
Virgin Islands, British	-4		
Virgin Islands, US	-4		

W	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Wallis and Futuna Islands	+12		

Y	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Yemen	+3		

Z	Hours ± GMT	DST ± GMT	Daylight Saving Time DST (period)
Zambia	+2		

44. If it is 16:00 in LON, what time is it in IEV on 14 February?
    A. 15:00
    B. 16:00
    C. 17:00
    D. 18:00

45. If it is 12:00 in LFW, what time is it GMT on 15 November?
    A. 04:00
    B. 11:00
    C. 12:00
    D. 16:00

46. What time is it in BKK if it is 15:00 GMT on 10 August?
    A. 08:00
    B. 12:00
    C. 20:00
    D. 22:00

47. How do you calculate the total (elapsed) transport time for a journey crossing the International Date Line?
    A. Convert the local departure and arrival times to GMT and subtract the GMT times
    B. Convert the local departure and arrival times to GMT time and add the GMT times
    C. Add twenty-four hours to the local arrival time at the destination city
    D. Subtract twenty-four hours from the local departure time at the origin city

Refer to the following map to answer questions 48 to 50.

48. Letter V is which country?
    A. Costa Rica
    B. Dominican Republic
    C. Haiti
    D. Venezuela

49. Which city is number 2?
    A. DTT
    B. YMQ
    C. YYZ
    D. YVR

50. Which city is number 16?
    A. SLU
    B. NAS
    C. HAV
    D. POS

51. Which is TRUE of Australia's transportation system?
    A. Travel between major cities is only possible by rail
    B. A 16,000 kilometer waterway system connects two coasts
    C. Land transportation across uninhabited regions is efficient
    D. The airline industry is deregulated and competitive

52. Who is responsible for obtaining travel documents such as visas and passports?
    A. The passenger
    B. The passport office
    C. The airlines
    D. The travel agent

53. Tap water should boil for _____ minutes to kill germs.
    A. 10
    B. 20
    C. 30
    D. 60

54. Which form of payment can only be accepted by shops if the customer shows a proper identification document?
    A. Cash
    B. Credit cards
    C. Traveler's cheques

55. Travel insurance would NOT protect the traveler against _____.
    A. civil war at the destination causing airport closures
    B. the cancelation of paid flights due to airline bankruptcy
    C. injuries caused by sporting activities during the journey
    D. refused entry by the destination's immigration authorities

Refer to the following scenario and TIM extract to answer questions 56 and 57.

Luigi and Anna live in Australia. They were born in Italy and migrated to Australia many years ago. Both hold Australian passports that expire in December next year. Luigi and Anna visit their friends and family in Italy every year. They made the following reservations:

```
AF 8095 Y 09JUN SYD SIN 15:50 21:55
AF 257  Y 09JUN SIN CDG 22:55 06:00+1
AF 1212 Y 10JUN CDG LIN 07:15 08:45
AF 2215 Y 09SEP MXP CDG 09:50 11:20
AF 258  Y 09SEP CDG SGN 13:45 06:50+1
AF 2773 Y 10SEP SGN SYD 20:40 08:15+1
```

Note: France and Italy are member states of the Schengen Agreement.

Italy (IT)		
1. Passport: Passport required. Passport Exemptions: 1. Holders of a national ID Card issued to nationals of Croatia, San Marino, Switzerland and E.E.A. member states (excluding Denmark, Iceland, Ireland (Rep. of), Norway and the United Kingdom. 2. Holders of a Seaman Book (whilst traveling on duty) issued by Argentina, Australia, Austria, Belgium, Brazil, Croatia, Denmark, France, FYROM (former Yugoslavia Rep. of Macedonia), Germany, Greece, Hungary, Indonesia, Israel, Italy, Japan, Lebanon, Libya, Liechtenstein, Luxembourg, Montenegro (Rep. of), Netherlands, Norway, Pakistan, Portugal, Saudi Arabia, Serbia (Rep. of), Slovenia, Somalia, South Africa, Spain, Sweden, Switzerland, United Kingdom or the U.S.A. Document Validity: Passport and/or passport replacing documents must be valid on arrival. a. Expired passports (max. 5 years) issued to nationals of Austria, Liechtenstein and Switzerland are accepted b. Expired passports (no limit) issued to nationals of Italy are accepted.	Warning: The Schengen agreement went into effect on October 26, 1997. The Agreement is to remove immigration control for travel within the collective territories of the member states. This creates a "borderless" region known as the "Schengen area". Therefore, travel between above mentioned countries will in principle be without document check. Nationals of countries for which nationals of Italy do not require a visa, may enter Italy without a visa, provided it takes place through an Italian airport. If those passengers intend to travel subsequently to any other Schengen state/states for which a visa is required due to their nationality, they must obtain a Schengen visa for these countries prior to travelling. Passengers who arrive through Italian airports and are in transit to other Schengen airports must obtain a Schengen visa if this is required by the country of final destination. Schengen visas should be obtained prior to arrival in the Schengen territory. The Schengen regulations will only be implemented on direct flights to/from other Schengen States. 2. Visa: Visa required. Visa Exemptions: 1. Nationals of Italy. 2. A stay of max. 90 days: 2.1 for nationals of Andorra, Argentina, Australia, Austria, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, Costa Rica, Croatia, Cyprus, Czech Rep., Denmark, El Salvador, Estonia, Finland, France, Germany, Greece, Guatemala, Honduras, Hungary, Iceland, Ireland (Rep. of), Israel, Japan, Korea (Rep.), Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco,	Netherlands, New Zealand, Nicaragua, Norway, Panama, Paraguay, Poland, Portugal, Romania, San Marino, Singapore, Slovak Rep., Slovenia, Spain, Sweden, Switzerland, Uruguay, U.S.A., Vatican City, and Venezuela. 2.2 for holders of British passports endorsed British Citizen or British National (Overseas); 2.3 for holders of Hong Kong (SAR China) passports and Macao (SAR China) passports If not meeting condition(s) above, TWOV (Transit Without Visa): Those who continue their journey to a third country by the first available flight within 48 hours from the same airport at which they arrived and provided arriving and departing from/to non-Schengen countries. Passengers must also ticketed with reserved seats and other documents for their onward journey Note: If airport of arrival is different from the airport of departure within the same Italian city, passengers require a valid Schengen visa, as they are entering Italian territory. Visa Issuance: Prior to arrival: if required, a visa can be obtained at representations of Italy abroad in the country where the passenger has permanent residence.

56. Luigi and Anna's passports are valid for this trip. TRUE or FALSE?
  A. True
  B. False

57. Luigi and Anna will also visit family in France. If Luigi and Anna apply for a visa for Italy, will it allow them to stop in PAR on the following reservation?

```
AF 8095 Y 09JUN SYD SIN 15:50 21:55
AF 257  Y 09JUN SIN CDG 22:55 06:00+1
AF 1212 Y 10JUN CDG LIN 07:15 08:45
AF 2215 Y 09SEP MXP CDG 09:50 11:20
AF 258  Y 16SEP CDG SGN 13:45 06:50+1
AF 2773 Y 17SEP SGN SYD 20:40 08:15+1
```

  A. Yes, with a Schengen visa
  B. Yes, with a visa for Italy
  C. No, a separate visa for France is necessary

Refer to the following online flight timetable extract to answer questions 58 and 59.

AIR INDIA

Fare Type Restrictive

Seat availability on outbound flight(s) from Hyderabad to Chicago on 21APR

Flight No.	Sector	Departure	Arrival	Stops	Aircraft	First	Executive	Economy
AI127	Hyderabad Chicago	20:15	10:50+1	2	JET #	Not Offered	☐ Available	☐ Available
AI127	Hyderabad Mumbai	20:15	21:35	0	321	Not Offered	☐ Available	☐ Available
AI8757	Mumbai Frankfurt	02:50+1	07:50+1	0	B747	☐ Available	☐ Available	☐ Available
AI8637	Frankfurt Chicago	10:40+1	12:40+1	0	B747	☐ Available	☐ Available	☐ Available
AI141	Hyderabad Mumbai	20:45	22:05	0	A320	Not Offered	☐ Available	☐ Available
AI127	Mumbai Chicago	01:55+1	10:50+1	1	B777	☐ Available	☐ Available	☐ Available
AI141	Hyderabad Mumbai	20:45	22:05	0	A320	Not Offered	☐ Available	☐ Available
AI127	Mumbai Frankfurt	01:55+1	06:30+1	0	B777	☐ Available	☐ Available	☐ Available
AI8637	Frankfurt Chicago	10:40+1	12:40+1	0	B747	☐ Available	☐ Available	☐ Available

58. Arrival in Chicago is always on _____.
  A. 20 April
  B. 21 April
  C. 22 April
  D. 23 April

59. AI 141 and AI 127 are connecting in _____.
  A. Mumbai
  B. Chicago
  C. Frankfurt
  D. Hyderabad

Refer to this online flight timetable display to answer question 60.

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)	Emalaysia Air Asia	$ 234	select	2 bookings
+ details				
SIN 09:15 DEL 12:45 0 (6:00)	AIR INDIA	$ 328	select airindia.in	
+ details			lastminute.com $1353 - all prices	
SIN 09:15 DEL 16:10 1 (9:25)	JET AIRWAYS Konnect JET AIRWAYS	$ 354	select sky-tours.com	
+ details			geruxx.com $367 - all prices	
SIN 06:35 DEL 21:20 1 (17:15)	Air Asia Emalaysia	$ 355	select	2 bookings
+ details				
SIN 07:45 DEL 21:20 1 (16:05)	Air Asia Emalaysia	$ 355	select	2 bookings
+ details				
SIN 09:10 DEL 21:20 1 (14:40)	Air Asia Emalaysia	$ 355	select	2 bookings
+ details				

60. According to this webpage display, which is TRUE for travel from SIN to DEL?
   A. All flights arrive in DEL on August 10
   B. All flights are morning departures
   C. Jet Airways operates non-stop flights
   D. The lowest fare is on connecting services

61. When the validity column for a flight displayed in an OAG timetable is blank, it means that this flight _____.
   A. no longer operates
   B. operates on a specific day
   C. operates year round
   D. is operated by a different carrier

62. Which is NOT an example of an airline ancillary?
   A. Request for ground assistance for an unaccompanied minor
   B. Complimentary bus shuttle services from the airport to the car park
   C. In-flight oxygen request for a passenger with medical needs
   D. A request for seat assignment in a premium section of the cabin

63. The _____ Convention is a modern agreement that imposes airline liability for loss of life, baggage or cargo goods.
   A. Geneva
   B. Chicago
   C. Montreal
   D. Bilateral

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. The Trans-Siberian Railway connects the stations of _____
   A. St Petersburg and Volgograd
   B. Moscow and Khabarovsk
   C. St Petersburg and Moscow
   D. Moscow and Vladivostok

Refer to the following reservation and Thomas Cook Timetable #40 to answer questions 66 and 67.

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


LONDON - PARIS - BASEL - ZÜRICH, INTERLAKEN, BRIG and MILANO 40

For Brussels - Köln - Milano and Brussels - Strasbourg - Milano services see Table 43.

train type / train number		TGV 9205	IC 567	EC 17	IC 1067	IC 818	ICN 1618	ICN 518	IR 2169	TGV 9207	IC 571	ICN 877	IC 1071	IC 822	ICN 1622	ICN 522	IR 2173	EC 57	☆ 9080	TGV 9211	IC 575	EC 21	IC 1075	ICN 1626	ICN 526	IR 2177	IC 1077
notes		♥ k ①-⑤	⊤	[1] ⊤ ⊙	⊤	⊤	✕	✕	⊤	♥ A	⊤		⊤	⊤	✕	✕		[1] ⊤ ⊙	①-⑤ h	♥ D	⊤	[1] ⊤ ⊙	⊤	✕	✕		⊤
London St Pancras	d	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	0540	–	–	–	–	–	–	–	–
Paris Nord	a	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	0917	–	–	–	–	–	–	–	–
Paris Gare de Lyon	d	0815	–	–	–	–	–	–	–	0823	–	–	–	–	–	–	–	–	–	1023	–	–	–	–	–	–	–
Dijon	d	|	–	–	–	–	–	–	–	1001	–	–	–	–	–	–	–	–	–	1201	–	–	–	–	–	–	–
Besançon TGV ⊕	d	0817	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–
Belfort TGV Ⓓ	d	0841	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–
Mulhouse	d	0906	–	–	–	–	–	–	–	1105	–	–	–	–	–	–	–	–	–	1306	–	–	–	–	–	–	–
Basel SNCF 🛃 ▷	a	|	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–	–	–	|	–	–	–	–	–	–	–
Basel SBB	a	0926	–	–	–	–	–	–	–	1126	–	–	–	–	–	–	–	–	–	1326	–	–	–	–	–	–	–
Basel SBB	d	0933	–	–	0931	–	1000	–	1004	1133	–	–	1131	–	1203	–	1204	1231	–	1333	–	–	1331	1403	–	1404	1431
Zürich HB	a	1026	1037	1109	|	–	|	–	|	1226	1237	1309	|	–	|	–	|	|	–	1426	1437	1509	|	|	–	|	|
Landquart	a	–	1141	|	|	–	|	–	|	–	1341	|	|	–	|	–	|	|	–	–	1541	|	|	|	–	|	|
Chur	a	–	1152	|	|	–	|	–	|	–	1352	|	|	–	|	–	|	|	–	–	1552	|	|	|	–	|	|
Chur	d	–	1158	|	|	–	|	–	|	–	1358	|	|	–	|	–	|	|	–	–	1558	|	|	|	–	|	|
St Moritz	a	–	1358	|	|	–	|	–	|	–	1558	|	|	–	|	–	|	|	–	–	1758	|	|	|	–	|	|
Luzern	a	–	–	|	|	–	|	–	1105	–	–	|	|	–	|	–	1305	|	–	–	–	|	|	|	–	1505	|
Arth Goldau	a	–	–	1148	|	–	|	–	1144	–	–	1346	|	–	|	–	1344	|	–	–	–	1548	|	|	–	1544	|
Bellinzona	a	–	–	1323	|	–	|	–	1353	–	–	1523	|	–	|	–	1553	|	–	–	–	1723	|	|	–	1753	|
Locarno	a	–	–	|	|	–	|	–	1413	–	–	|	|	–	|	–	1613	|	–	–	–	|	|	|	–	1813	|
Lugano	a	–	–	1347	|	–	|	–	–	–	–	1547	|	–	|	–	–	|	–	–	–	1747	|	|	–	–	|
Chiasso 🛃	a	–	–	1408	|	–	|	–	–	–	–	1611	|	–	|	–	–	|	–	–	–	1806	|	|	–	–	|
Bern	a	–	–	|	1027	1107	|	–	–	–	–	–	1227	1307	|	–	–	1327	–	–	–	|	1427	|	–	–	1527
Thun	a	–	–	|	1052	1124	|	–	–	–	–	–	1252	1324	|	–	–	1352	–	–	–	|	1452	|	–	–	1552
Spiez	a	–	–	|	1102	1134	|	–	–	–	–	–	1302	1334	|	–	–	1402	–	–	–	|	1502	|	–	–	1602
Interlaken West	a	–	–	|	1122	|	|	–	–	–	–	–	1322	|	|	–	–	|	–	–	–	|	1522	|	–	–	|
Interlaken Ost	a	–	–	|	1128	|	|	–	–	–	–	–	1328	|	|	–	–	|	–	–	–	|	1528	|	–	–	|
Biel/Bienne	a	–	–	|	–	|	1110	1119	–	–	–	–	–	|	1310	1319	–	|	–	–	–	|	–	1510	1519	–	|
Neuchâtel	a	–	–	|	–	|	1132	1135	–	–	–	–	–	|	1332	1335	–	|	–	–	–	|	–	1532	1535	–	|
Lausanne	a	–	–	|	–	|	1215	|	–	–	–	–	–	|	1415	|	–	|	–	–	–	|	–	1615	|	–	|
Genève	a	–	–	|	–	|	–	1242	–	–	–	–	–	|	–	1442	–	|	–	–	–	|	–	–	1642	–	|
Brig	a	–	–	|	–	1211	–	–	–	–	–	–	–	1411	–	–	–	1440	–	–	–	|	–	–	–	–	1640
Como San Giovanni	a	–	–	1415	–	–	–	–	–	–	–	–	–	–	–	–	–	⊡	–	–	–	1815	–	–	–	–	–
Milano	a	–	–	1450	–	–	–	–	–	–	–	–	–	–	–	–	–	1638	–	–	–	1850	–	–	–	–	–

A – Not Feb. 2, 3, 6, 28, Mar. 20, Apr. 6, 7.

D – Not Jan. 26, Feb. 2, 3, 26, 28, Mar. 20, Apr. 6, 7.

F – ①②③④⑤ (Dec. 9 - Jan. 5, Feb. 10 - Mar. 30) not Dec. 26, Jan. 1; ①②③④⑤⑦ Mar. 31 - June 1 (also Apr. 1, May 6, 27).

h – Not Dec. 24, Jan. 2, Apr. 1, May 1, 6, 8, 9, 10, 20, 27.

k – Not Dec. 25, Jan. 1, Apr. 1, May 20.

l – 0922 on ⑦ (also Dec. 26, Jan. 1, Apr. 1, May 6, 27); 0931 on ⑥.

⊕ – Full name: Besançon Franche-Comté TGV.

Ⓓ – Full name: Belfort Montbéliard TGV.

♥ – TGV Lyria service, [1] ⊤ special fares payable. At-seat meal service in first class.

⊡ – 🛃 between Brig and Milano is Domodossola. Ticket point is Iselle.

⊙ – ETR 470/610. Compulsory reservation for international journeys. Supplement payable for international journeys. Supplement payable for internal journeys within Italy.

☆ – Eurostar train. [1] ✕ in 1st class, ⊤ in 2nd class. Special fares payable. Minimum check-in time 30 minutes. Valid Dec. 9 - June 1. No service Dec. 25

▷ – Trains arrive at SNCF (French) platforms and depart from SBB (Swiss) platforms. Minimum connection time 10 minutes. Connections at Basel are not guaranteed.

66. Which is TRUE of the train services from PAR to ZRH?
    - A. All are high speed trains
    - B. All are direct and non-stop service
    - C. All depart from the Nord station
    - D. All make an intermediate stop in Dijon

67. Which PAR-ZRH train continues to MIL?
    - A. 9207
    - B. 17
    - C. 1077
    - D. No train continues to MIL

68. International train services generally offer ________________ of service.
    - A. 1 class
    - B. 2 classes
    - C. 3 classes
    - D. 8 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. The Blue Train operates in which of the following countries?
    - A. Australia
    - B. Italy
    - C. South Africa
    - D. Singapore

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. Which of the following kits is necessary when renting a camper van?
    - A. Convenience Kit
    - B. Sports Kit
    - C. Security Kit
    - D. Starter Kit

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 cancelation insurance at the time of reservation

79. The difference between a ferry service and a cruise product is that ferries _____.
    A. pay high travel agency commissions
    B. carry mostly vacationing passengers
    C. operate the largest existing vessels
    D. 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. What is necessary to hold a cruise reservation and prevent cancelation by the cruise line?
    A. The purchase of travel insurance
    B. A confirmed deposit payment
    C. A confirmed GDS reservation
    D. All necessary travel visas

83. Volume discounts are generally NOT available to tour organizers of _____ tours.
    A. custom-designed
    B. escorted
    C. hosted
    D. independent

84. Which type of meal plan includes all three daily meals?
    A. European
    B. Bermuda
    C. American
    D. Modified American

85. Which is TRUE about tour products?
    A. A deposit for a tour reservation is normally due 15 days before the tour departure
    B. Canceled tour portions, such as a museum visit, are non-refundable to customers
    C. Purchasing it after the tour's final payment deadline requires immediate payment
    D. Cancelation penalties decrease when a reservation is canceled closer to departure date

86. Customer satisfaction is measured mostly by the customer's verbal signals. TRUE or FALSE?
    A. True
    B. False

87. Why are customers generally meaner when they telephone to express a complaint?
    A. They do not expect the call receiver to care
    B. They tend to have a more serious problem
    C. They generally have bad telephone manners
    D. They simply cannot see the person answering

88. People who perform best at work are those who _____.
    A. experience no stress
    B. manage their stress
    C. deal with high stress

89. Which works like the brain of a computer that interprets and actions the instructions of a program?
    A. Keyboard
    B. Monitor
    C. Software
    D. CPU

90. Which of the following is an example of computer software?
    A. Printer
    B. Disk drive
    C. Microsoft Windows
    D. Monitor

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.

1. Which required (mandatory) element is missing from this PNR?

```
RP/BOM1A2001/
RF RAJIV
  1.KAPUR/RAJIV MR
  2  AI 101 Y 06JUL 5 BOMJEK HK1      2  2040 0545+1 77W E 1 M
  3  AI 102 Y 18JUL 3 JFKBOM HK1      4  1600 2100+1 77W E 1 M
  4 AP BOM 022 29392341-MUMBAI TRAVEL-A
  5 FP CHEQUE
  6 RM PHONE RAJIV EVENINGS ON 022 3432344
  7 RM HOLD PSGR ITINERARY DOCS AT OFFICE
```

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

92. When does the connecting flight on line 2 arrive at its final destination?

```
** AMADEUS AVAILABILITY - AN ** ZRH ZURICH.CH        331 SA 17OCT
0000
 1   LH 731  F9 C9 V9 B9 L9 K9 G9/HKG   FRA 1 1225  1850  E0/747
         M9 Q9 Z9 W9 H9 T9
     LH4560  C9 V9 B9 L9 K9 G9 M9/FRA 1 ZRH B 2105  2200  E0/32S  15:35
         Q9 Z9 W9 H9 T9
 2   CX 289  F4 J4 C4 W4 Y4 B4 H4/HKG   FRA 2 2300  0605+1E0/744
         T4 G4
     LH4552  C9 V9 B9 L9 K9 G9 M9/FRA 1 ZRH B 0755+1 0850+1E0/737  15:50
         Q9 Z9 W9 H9 T9
```

A. October 18 at 08.50
B. October 18 at 07.55
C. October 17 at 06.05
D. October 17 at 08.50

93. At which airport does the transfer flight in this display make its connection?

```
** AMADEUS AVAILABILITY - AN ** SVO MOSCOW.RU              0 TH 20NOV
1434
 1   SU 280  J4 C4 D4 O4 Y4 S4 B4 /MXP 1 SVO 2 1455  2025  E0/321
03:30
         M4 H4 K4 X4 V4 T4 Q4 W4 L4 U4 G4 N4
 2   AZ 560  C4 D4 I4 Y4 B4 M4 H4 /MXP 1 SVO 2 1525  2110  E0/320
03:45
         K4 V4 T4 N4 S4 Q4 L4 O4 X4 W4
 3AZ:SU 422  J4 C4 D4 Y4 S4 B4 M4 /MXP 1 SVO 2 1525  2110  E0/320
03:45
         H4 K4 V4 T4 Q4 W4 L4 U4
 4   AZ 410  C4 D4 I4 Y4 B4 M4 H4 /LIN   FRA 1 1620  1750  E0/M80
         K4 V4 T4 N4 S4 Q4 L4 O4 X4 W4 R4
     SU 108  J4 C4 D4 O4 Y4 S4 B4 /FRA 1 SVO 2 1850  0010+1E0/320
05:50
         M4 H4 K4 X4 V4 T4 Q4 W4 L4 U4 G4 N4
```

A. MXP
B. SVO
C. LIN
D. FRA

94. Which entry will add the Varig Airlines (RG) frequent flyer number 1234567 for Mr. Santos in the following PNR?

```
--- RLR ---
RP/GIG1A2001/GIG1A2001          NH/GS  12DEC/1345Z    69GKUN
  1.CABRAL/MIGUEL MR    2.SANTOS/ANTONIO MR
  3  RG 756 F 12JAN 4 GIGLHR HK2        2030 1320+1 *1A/E*
  4  RG 759 F 21JAN 6 LHRGIG HK2        2200 0520+1 *1A/E*
  5 AP GIG 021 678 8763-AMADEUS TRAVEL-A
  6 TK TL13DEC/GIG1A2001
```

A. FFNRG-1234567
B. FFRG-1234567
C. FFNRG-1234567/P1
D. FFNRG-1234567/P2

95. Which entry will record payment by VISA (VI) credit card 41404499543249 with an expiry date June 2018?
A. FP*VI41404499543249/0618
B. FPCC41404499543249/0618
C. FPCCVI41404499543249/0618
D. FP/VI41404499543249/0618

96. Which entry would request seats 20A and 20B from a seat map for a total of two passengers in a PNR?
    A. ST*20AB
    B. ST/20AB
    C. ST/20A20B/P1
    D. ST/20A*20B

97. Which statement is TRUE concerning this itinerary?

```
RP/CDG1A2001/CDG1A2001          BB/GS      08AUG/ 412AZ    387VHM
  3  AF2270 Y 21AUG 1 CDGCPH HK2            1415 1605   *1A/E*
  4  HHL TP HK1 CPH IN21AUG OUT24AUG 2A1QRAC DKK600.00 DLY NEB
     TOP MISSIONSHOTELLET NEBO/BS-05917461/CF-91053861/HLD-6PM
     /P1 *TP/
  5  SK 559 Y 24AUG 4 CPHCDG HK2         5  1125 1400   *1A/E*
```

    A. A car has been booked for the passengers' stay in Copenhagen (CPH)
    B. A hotel has been booked for the passengers' stay in Copenhagen (CPH)
    C. The passengers fly on the same airline to and from Copenhagen (CPH)
    D. B and C

98. Which airline in this display offers a fare with no penalties?

```
13SEP  **19AUG  /YTOMIA/NLX
LN FARE BASIS    OW   CAD RT   PEN   DATES   DAYS AP MIN MAX AL R
38 KE7FLCN            494.00 NRF    -       -    7 SU  1M AA R
39 BE365             510.00  +  E22SEP      -    3 SU   - DL R
40 BWE40             510.00  -  E17SEP      -    - SU  1M US R
41 QE14NR            514.00 NRF    -        -   14 SU   - AA R
42 QE7NR             594.00 NRF    -        -    7 SU   - AA R
                                             PAGE  4/ 7
```

    A. US
    B. DL
    C. AL
    D. AA

99. What is the total fare (including taxes) for the passenger, as shown in the following display?

```
01 ANDERSON/DERR*
ITINERARY REBOOKED
LAST TKT DTE 02NOV - SEE ADV PURCHASE
-------------------------------------------------------------
        AL FLGT  BK  DATE   TIME  FARE BASIS    NVB NVA  BG
LHR
MAD BA  299 K *  02DEC 1030  KLWAN                      1P
LHR BA  298 K *  09DEC 1720  KLWAN                      1P

GBP    238.00     02DEC12LON BA MAD 171.17KLWAN BA LON 171
                  .17KLWAN NUC342.34END ROE0.695193 XT 4.8
GBP     20.00GB   7XY 3.48YC 3.13XF 2.16XA 1.74AY
GBP     19.05ES
GBP     15.36XT
GBP    292.41
```

    A. GBP 119.00
    B. GBP 342.44
    C. GBP 292.41
    D. GBP 238.00

100. Which entry prices the itinerary as booked, storing the price in a TST at end transaction?
    A. FXB
    B. FXR
    C. FXX
    D. FXP

END OF EXAM QUESTIONS