

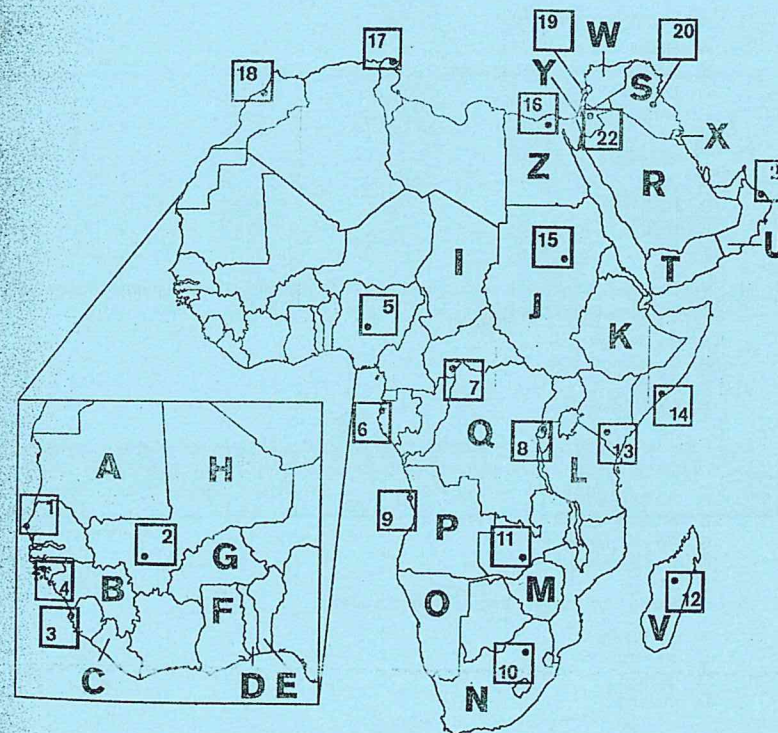
### GENERAL KNOWLEDGE

Answer questions 1 to 55 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

1. A destination has adequate accessibility if there is a \_\_\_\_\_.
  - A. thing to do and see
  - B. place to stay
  - C. way to get there
  - D. restaurant and shop
2. Which quality helps the travel agent answer questions about an unfamiliar product or service requested by a customer?
  - A. Patience
  - B. Politeness
  - C. Creativity
  - D. Resourcefulness
3. Voluntourism is about visitors to a destination who \_\_\_\_\_.
  - A. work on an environmental project that benefits the local community
  - B. promote travel to their own countries and attract new foreign visitors
  - C. learn to speak a new language as a student in an exchange program
  - D. work in tourism jobs as an employee of an international company
4. What does weather mean?
  - A. Average temperature
  - B. Lowest temperature
  - C. Actual temperature
  - D. Highest temperature
5. Bosphorus Strait forms part of the boundary between \_\_\_\_\_.
  - A. Asia and North America
  - B. Russia and Alaska
  - C. Europe and Africa
  - D. Europe and Asia
6. Which routing from LON is most efficient and shows the best practice in itinerary planning?
  - A. LON - CPH - PAR - OSL - ATH - LON
  - B. LON - OSL - PAR - CPH - ATH - LON
  - C. LON - PAR - ATH - CPH - OSL - LON
  - D. LON - ATH - CPH - PAR - OSL - LON
7. NBO is three hours ahead of GMT. LPB is four hours behind GMT. Which is true?
  - A. The local time in LPB is 1 hour ahead of NBO
  - B. The local time in NBO is 1 hour ahead of LPB
  - C. The local time in NBO is 7 hours ahead of LPB
  - D. The local time in LPB is 7 hours ahead of NBO

8. Which is true of transportation in North America today?
  - A. Travel by air is more popular than travel by rail
  - B. Travel by rail is more popular than travel by air.
  - C. Travel by rail is possible everywhere in North America
  - D. More North Americans travel by rail than by motorized car

Refer to the following map to answer questions 9 to 13



9. Letter U is which country?
  - A. Oman
  - B. Yemen
  - C. Qatar
  - D. United Arab Emirates

10. Letter J is which country?  
 A. Chad  
 B. Sudan  
 C. South Africa  
 D. Niger
11. Which city is number 15?  
 A. KRT  
 B. ADD  
 C. DOH  
 D. CAI
12. Which city is number 20?  
 A. BGW  
 B. RUH  
 C. DAM  
 D. AMM
13. Which city is number 8?  
 A. ALY  
 B. KRT  
 C. KGL  
 D. ABV
14. Which travel document is not used as an official identification document but allows entry to a country for a limited period?  
 A. A passport  
 B. An airline ticket  
 C. A visa  
 D. A driver's license
15. If the connecting time at a destination is eight hours, but a transit visa only allows a maximum connection of four hours, which type of alternative travel document should be considered?  
 A. A visitor visa  
 B. A transit visa  
 C. An exit permit  
 D. A re-entry permit
16. Certificates are issued for vaccinations against \_\_\_\_\_.  
 A. diphtheria  
 B. cholera  
 C. typhoid  
 D. malaria
17. \_\_\_\_\_ insurance might refund the costs for cancelling a paid reservation if the insured traveler is too sick to travel.  
 A. Personal Liability  
 B. Medical  
 C. Death and Permanent Disablement  
 D. Cancellation

18. A couple is planning a trip to Costa Rica. The husband has diabetes. What insurance should they purchase for their trip?  
 A. Standard insurance for accidental death  
 B. Trip cancellation insurance to extend the trip  
 C. A rider for pre-existing medical conditions  
 D. Hospital medical insurance for emergencies
19. The following is a Travel Information Manual extract for Peru.

## Tax:

Airport tax is levied on passengers embarking on:

a. international flights: USD 30.25,- or equivalent in local currency;

b. domestic flights: USD 6.15 or equivalent in local currency.

Place of payment: airport of departure at the "Banco Interbank" office.

Exempt are:

1. transit passengers continuing their journey within 24 hours to a third country;
2. crew travelling on duty;
3. infants under 2 years of age.

For a passenger travelling by air on the following itinerary, what is the airport tax amount to be paid by this passenger in LIM?

LA 650 Y 06JUN SCL LIM 0645 0930

LA 604 Y 06JUN LIM SJO 1400 1650

- A. This passenger pays no airport tax in LIM
- B. USD 30.25
- C. USD 6.15
- D. USD 36.40

Luigi and Anna live in Australia. They were born in MIL and migrated to Australia many years ago. Both are Australian citizens and hold valid Australian passports. Luigi and Anna visit their friends and family in Italy every year. Their Australian passport expires in December this year. They have 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 09JUN CDG LIN 07:15 08:45  
 AF 2215 Y 09SEP MXP CDG 20:50 20:20  
 AF 8096 Y 10SEP CDG SIN 08:50 23:45  
 AF 2215 Y 10SEP SIN SYD 19:50 05:10+1

Note: France and Italy are Schengen countries.

20. Are Luigi and Anna's passports valid for this trip?
  - A. True
  - B. False
21. Can Luigi and Anna travel to Italy with an expired Australian passport?
  - A. Yes
  - B. No
22. What is the SSR code for an elderly passenger needing support?
  - A. ELDR
  - B. SUPP
  - C. MAAS
  - D. ASST
23. "Service Information" is a PNR field that \_\_\_\_\_.
  - A. communicates passenger needs to booked airlines
  - B. notifies the flight crew of aircraft servicing needs
  - C. indicates the commission rate paid to travel agents
  - D. generates a message to change a reservation
24. How does an OSI message differ from an SSR?
  - A. An OSI message is a mandatory element to complete a PNR
  - B. An OSI message does not require an airline confirmation
  - C. An OSI message is not related to passengers in a PNR
  - D. An OSI message is information for the travel agency only
25. Which is not an example of bulky baggage?
  - A. a wheelchair
  - B. a bicycle
  - C. a pair of skis
  - D. a briefcase
26. Which is true?
  - A. Dogs and cats can travel in the aircraft hold.
  - B. Pets travelling in the aircraft cabin must occupy a passenger seat.
  - C. Hearing dogs must occupy and pay for a passenger seat on board.
  - D. Seeing eye dogs escorting a blind passenger must travel as air cargo.

Refer to the following online flight timetable to answer questions 27 and 29

Flights from Hamburg to Abu Dhabi (AUH)

No direct flights can be found. All available connecting flights are listed below.

No flights were found for this date. The list below shows all available connections.

Dep	Arr	Weekdays	Flight	via	Dur	Term	Type	Valid	X
14:30	01:50	Fr, Su	Turkish Airlines (TK) 1666	IST	09:20	1	733	06.05.11-07.06.11	book
			Turkish Airlines (TK) 868				321		
06:10	18:55	Mo, We, Th, Fr, Su	KLM (KL) 1776	AMS	16:45	1	E90	27.03.11-07.06.11	book
			KLM (KL) 449				332		
07:05	19:35	Mo, Tu, We, Th, Fr, Sa, Su	British Airways (BA) 963	LHR	10:30	1	319	27.03.11-07.06.11	book
			British Airways (BA) 073				777		
06:25	19:45	Mo, We, Th, Fr, Su	KLM (KL) 1776	AMS	10:20	1	E90	07.01.11-25.03.11	book
			KLM (KL) 449				332		
06:25	19:45	Mo, We, Th, Fr, Su	KLM (KL) 1776	AMS	10:20	1	E90	03.12.10-23.12.10	book
			KLM (KL) 449				332		
06:25	19:45	Mo, We, Th, Su	KLM (KL) 1776	AMS	10:20	1	E90	26.12.10-06.01.11	book
			KLM (KL) 449				332		
07:50	20:15	Fr	Lufthansa (LH) 005	FRA	09:25	2	321	08.12.10-24.12.10	book
			Lufthansa (LH) 618				343		
08:30	20:15	Fr	Lufthansa (LH) 007	FRA	08:45	2	321	08.12.10-17.12.10	book
			Lufthansa (LH) 618				343		
08:30	20:15	Fr	Lufthansa (LH) 007	FRA	08:45	2	321	07.01.11-25.03.11	book
			Lufthansa (LH) 618				343		
07:10	20:20	Mo, Tu, We, Th, Fr, Sa, Su	British Airways (BA) 963	LHR	10:10	1	320	08.01.11-26.03.11	book
			British Airways (BA) 073				777		
07:10	20:20	Mo, Tu, We, Th, Fr, Sa, Su	British Airways (BA) 963	LHR	10:10	1	320	08.12.10-24.12.10	book
			British Airways (BA) 073				777		
07:10	20:20	Mo, Tu, We, Th, Fr, Su	British Airways (BA) 963	LHR	10:10	1	320	27.12.10-07.01.11	book
			British Airways (BA) 073				777		
09:25	20:20	Th, Fr, Su	Lufthansa (LH) 009	FRA	08:55	2	321	27.03.11-07.06.11	book
			Lufthansa (LH) 618				343		
09:25	20:30	Mo, Tu, We, Sa	Lufthansa (LH) 009	FRA	09:05	2	321	28.03.11-07.06.11	book
			Lufthansa (LH) 618				343		

27. According to this schedule, flight TK 868 arrives in AUH \_\_\_\_\_.
  - A. on Saturday and Monday
  - B. on Thursday and Friday
  - C. everyday
  - D. on Monday and Tuesday
28. Which flights offer the shortest travel time between HAM and AUH on March 15th?
  - A. TK1666 and TK868
  - B. LH009 and LH 618
  - C. LH007 and LH618
  - D. KL1776 and KL449
29. Train fares published in the Thomas Cook Rail Timetable are in \_\_\_\_\_ currency.
  - A. NUC
  - B. local
  - C. USD
  - D. GBP

## Foundation in Travel &amp; Tourism Model Examination

Refer to the following TIM extract to answer questions 20 and 21

Italy (IT)

**Geographical Information:** Capital - Rome (ROM). The regulations stated below also apply to San Marino and Vatican City (no border control between Italy and these two countries). Italy is a member state of the Schengen Agreement.

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).

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**Document Validity:** Passports and/or passport replacing documents of all visitors must be valid on arrival:

- a except for holders of expired passports (max. 5 years) issued to nationals of Austria, Liechtenstein and Switzerland;

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 (not applicable if holding Travel Document), 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;

**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.

**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. In exceptional cases only, a visa may be issued in a country where the passenger resides temporarily. NOTE: because one Schengen state can now issue visas on behalf of the others, the procedure for issuance has become more complicated. For example, visas can no longer be issued by "Honorary Consuls". Consequently, questions of how to obtain a visa should be addressed to the competent authorities in each country.

30. Which train operates from MOW?
- The Diamond Express
  - The Glacier Express
  - The Trans-Siberian Railway
  - The Bullet Train
31. TGV is a national rail service in France which is categorized as a \_\_\_\_\_.
- car-carrying train
  - luxury train
  - high-speed train
  - night train

Refer to the following Thomas Cook Extract to answer questions 32 and 33

12400		BUDAPEST - DOMBOVÁR - PÉCS															
km		IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	
		800	8002	802	259	804	1024	8004	814	8006	806	818	828	8008	816	808	
		n	2	n		n		2	n	2	n	n	n	2	n	n	
					D		®f						n				
0	Budapest Keleti..... d.	...	...	...	0945	...	...	...	...	...	...	...	...	...	...	...	
*	Budapest Déli..... d.	0556	0716	0756		1156	1241	1316	1356	1516	1556	1646	1646	1716	1756	1956	
13	Budapest Kelenföld..... d.	0603	0723	0803	1003	1203	1248	1323	1403	1523	1603	1653	1653	1723	1803	2003	
93	Sárbogárd..... d.	0701	0831	0901	1101	1301	1356	1431	1501	1631	1701	1758	1758	1831	1901	2101	
173	Dombóvár..... a.	0755	0949	0955	1155	1355	1513	1549	1555	1749	1755	1849	1849	1949	1955	2155	
173	Dombóvár..... d.	0757	1002	0957	1157	1357	...	1602	1557	1802	1757	1853	...	2002	1957	2157	
210	Szentlőrinc..... d.	0820	1048	1028	1228	1428	...	1648	1628	1848	1828	1930	...	2048	2028	2228	
237	Pécs..... a.	0841	1105	1041	1241	1441	...	1705	1641	1905	1841	1943	...	2105	2041	2241	

	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC			
	809	819	829	807	817	8007	805	8005	815	258	1023	8003	803			
	n	n	n	n	n	2	n	2	n		n	2	n			
										D	®e		®			
Pécs..... d.	0514	0603	...	0714	0914	1049	1114	1248	1314	1514	...	1649	1714	1914	2049	2247
Szentlőrinc..... d.	0528	0617	...	0728	0928	1110	1128	1310	1328	1528	...	1710	1728	1928	2110	2305
Dombóvár..... a.	0600	0647	...	0800	1000	1156	1200	1356	1400	1600	...	1756	1800	2000	2156	2351
Dombóvár..... d.	0601	0659	0659	0801	1001	1204	1201	1404	1401	1601	1641	1804	1801	2001	...	...
Sárbogárd..... d.	0700	0756	0756	0900	1100	1327	1300	1527	1500	1700	1802	1927	1900	2100	...	...
Budapest Kelenföld..... a.	0757	0857	0857	0957	1157	1432	1357	1632	1557	1757	1907	2032	1957	2157	...	...
Budapest Déli..... a.	0805	0905	0905	1005	1205	1440	1405	1640	1605		1915	2040	2005	2205	...	...
Budapest Keleti..... a.	...	...	...	...	...	...	...	...	...	1814	...	...	...	...	...	...

D - DRÁVA - (CZ) Budapest - Sarajevo and v.v. (Table 92).

n - To/from Nagykanizsa (Table 1240).

e - Not Dec. 26, June 19 - Aug. 28. From Kaposvár (Table 1240).

\* - Budapest Déli - Kelenföld: 4 km.

f - Not Dec. 24, 31, June 17 - Aug. 26. To Kaposvár (Table 1240).

32. At what time does train 8006 depart from Dombóvár?
- 1601
  - 1802
  - 1600
  - 1749
33. Which train does not require advance reservations?
- 8002
  - 802
  - 807
  - 1823

34. Andrew owns a fully insured automobile. On his next trip to LON, he will rent an automobile at the airport on arrival. He will purchase an inclusive car insurance plan. Andrew will be \_\_\_\_\_ insured for the rental.
- under
  - over
  - exclusively
  - partially
35. Additional driver names are mentioned in the car rental contract because \_\_\_\_\_.
- car rental rates are charged per vehicle passenger
  - it is required by the car rental insurance company
  - a minimum of two drivers per rental car is required
  - rental discounts are higher for two or more drivers
36. A customer wants to rent a car for 6 days. What rate will the customer likely pay?
- Daily
  - Weekly
  - Hourly
  - Weekend
37. Which of the following hotel products is least suited to host a one-day international business meeting?
- A resort hotel
  - A motel
  - An airport hotel
  - A convention centre hotel
38. What is the term for discounted or complimentary tours for travel agents to learn about a new destination or product?
- Group Bookings
  - Package
  - Market Segments
  - Familiarization Tours
39. A hotel guest needs assistance in choosing a restaurant and buying theatre tickets. Which hotel employee should the guest ask for help?
- Concierge
  - Bell staff
  - Housekeeping
  - Room service
40. What type of meal plan includes breakfast only?
- European
  - American
  - Continental
  - Table d'hôte

41. The sale of ferry transportation does not generate significant revenues for travel agencies.
- True
  - False
42. Why is the sale of cruise products good business for travel agencies?
- Consumer demand for air transportation has decreased
  - Cruise liners must pay travel agents 50% commission
  - Cruise customers are wealthy and can afford to pay high prices for cruises
  - Many cruise customers return to buy another cruise product again
43. Holland America Cruise Lines is owned and operated by which cruise company?
- Carnival
  - Royal Caribbean
  - Star
  - Costa
44. Which are normally the lowest cost cabins on a cruise ship?
- Inside cabins
  - Balcony cabins
  - Ocean view cabins
  - Suite cabins
45. Which of the following elements is not usually included in an "independent" tour product?
- A car rental
  - Hotel reservations
  - A tour guide
  - Transportation to the destination
46. Which of the following elements is usually excluded from the price of an escorted tour?
- Airport fees
  - Accommodation
  - Sightseeing or attractions
  - Transportation
47. A seven-day tour of Ireland includes: roundtrip air transportation from LAX; a tour leader; transfers; six-nights in first-class accommodations; five full breakfasts and dinners; a welcome drink at the Dublin Hotel; and motor coach transportation from DUB to Kildare, Limerick, Shannon and Waterford. What type of tour is this?
- Custom-designed
  - Hosted
  - Independent
  - Escorted
48. Which is an example of a tour option choice for an escorted tour of Alaska?
- Transportation from Anchorage to other cities by steamboat or motor-coach
  - A two-day tour to visit Denali National Park or Columbia Glacier Park
  - Overnight accommodation at the Sheraton or Hilton hotel in Anchorage
  - The choice between an American and a European hotel meal plan

49. A tour meal plan that includes two meals per day is known as \_\_\_\_\_ plan.
- an American
  - a Continental
  - a European
  - a Modified American
50. What is the main goal of good customer service?
- To attract new customers
  - To keep existing customers
  - To manage stress at work
  - To solve customer complaints
51. Which is an example of travel agent assertive behavior when dealing with an aggressive customer?
- Speaking to the customer with a highly emotional voice
  - Making eye contact with the customer in conversation
  - Giving in to all the customer's demands or requests
  - Asking the office manager to deal with the customer
52. Speaking slowly is an example of \_\_\_\_\_ behavior.
- non-assertive
  - insensitive
  - assertive
  - sensitive
53. Close-ended questions are best to \_\_\_\_\_.
- collect real or factual information
  - identify a customer's preferences
  - calm down angry customers
  - change the subject in a discussion
54. It is important to calm an upset customer in order to \_\_\_\_\_.
- keep the customer and his future business
  - encourage the customer to promote you to friends
  - impress other customers with good service skills
  - avoid blame and responsibility for an error or problem
55. A sign of stress overload or too much stress at work is \_\_\_\_\_.
- the inability to make good decisions
  - feeling bored and negative about work
  - an increase in energy and productivity
  - an increase in the number of days absent from work



## ELECTRONIC BOOKING TOOLS AMADEUS

Answer questions 56 to 65 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

56. Which entry is used to find the name of the airport with the three-letter code PER?

- A. DANPER
- B. DNPER
- C. DACPER
- D. DNAPER

57. At which airport does the connection 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. LIN
- B. MXP
- C. FRA
- D. SVO

58. Which required item is missing from this PNR?

```
RP/MUC1A2001/
RF KARINA
1  VOLKER/KARINA MRS  2. HAGEN/HELEN MRS
2  LH6962 C 28JUN 3  MUCCPH HK2          1935 2115  D9S  OS
3  LH6963 C 05JUL 3  CPHMUC HK2          I 1945 2120  D9S  OS
4  AP MUC 069 492 010-MUNICH TRAVEL-A
```

- A. Passenger phone contact
- B. Received-from
- C. Ticketing element
- D. Form of payment



## ELECTRONIC BOOKING TOOLS AMADEUS

59. The entry "7/P1" will create which change to this 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  AP GIG 021 678 8763-H
7  AP GIG 021 678 4598-B
8  TK TL13DEC/GIG1A2001
```

- A. Add a received-from element indicating that Mr. Cabral booked the reservation
- B. Associate the home telephone number to Mr. Cabral
- C. Associate the business telephone number to Mr. Cabral
- D. Change the passenger association in PNR element 6

60. Which entry will change the home telephone number in this PNR to the BKK number 029 411 899?

```
--- RLR ---
RP/BKK1A2001/BKK1A2001          PO/GS  30APR/0312Z  89VIUT
1  SHINAWATRA/KANOK MRS
2  TG 606 B 21MAY 3  BKKHKG HK1          1600 1945  *1A/
3  TG 629 B 25MAY 7  HKGBKK HK1          1530 1710  *1A/
4  AP BKK 027 394 879-BANGKOK TRAVEL-A
5  AP BKK 028 142 984-B
6  AP BKK 028 142 984-H
7  TK TL02MAY/BKK1A2001
```

- A. 6/BKK 029 411 899-H
- B. 5/APBKK 029 411 899-B
- C. 6/APBKK 029 411 899-H
- D. 5/BKK 029 411 899-H



ELECTRONIC BOOKING TOOLS AMADEUS

61. Today is December 16. A passenger wishes to make a reservation to travel non-stop and round trip from PAR to AMS for a departure on December 20 and return on January 25. What is the least expensive fare eligible for this journey?

FQDPARAMS

TAX MAY APPLY

ROE 0.76057 UP TO 1.00 EUR

10DEC11\*\*03JAN12/PARAMS/NLX# /TPM 259/MPM 310

LN	FARE BASIS	OW	EUR	RT	PEN	DATES	DAYS	AP	MIN	MAX	AL	R
01	YWSX15		148.00	-	E10DEC	-	7	6	15D	AF	R	
02	YWSX3M		154.00	-	E10DEC	-	7	SU	3M	KL	R	
03	YSE1M		192.00	-	E10DEC	-	-	SU	1M	GA	R	
04	YSX3M		242.00	-	E10DEC	-	-	SU	3M	AF	M	

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- A. The fare on line 1
- B. The fare on line 2
- C. The fare on line 3
- D. The fare on line 4

62. Which entry will change a fare display to show fares for airline NH only?

- A. FQD/ANH
- B. FQDC/ANH
- C. FQDC/NH
- D. FQC/NH

63. Which entry will display the total number of active PNRs on each queue, but will not display any empty queues?

- A. QT/A
- B. QT/Q
- C. QC
- D. QT

64. Which of the following Amadeus TIMATIC entries will display the full text for China, using city code BJS?

- A. TIDFT/BJS
- B. TIDFT/CHINA
- C. TI/FULLTEXT/BJS
- D. TIBJS

65. Which entry will display the main AIS (Amadeus Information System) index?

- A. GGAIS
- B. HEAIS
- C. GAISS
- D. TIAIS

If you have answered the Amadeus questions above, please go to question number 66.





## 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.

Refer to the following reservation. Calculate the lowest applicable normal fare for this journey. Use only one pricing unit with two fare components. 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	
---	RLR ---
RP/GVAC22555/GVAC22555 MC/SU 31MAY11/2021Z Z8MU2W	
1. SATO/JENNY MRS	
2	OZ 113 Y 10JUN 5 KIXICN HK1 1700 1850 10JUN E OZ.CAB2SS
3	OZ 601 Y 10JUN 5 ICNSYD HK1 2030 0740 11JUN E OZ.CAB2SS
4	QF5952 Y 23JUN 4 SYDBNE HK1 0600 0910 23JUN E QF/Z8MU2W
5	QF 241 Y 23JUN 4 BNEKIX HK1 1220 1910 23JUN E QF/Z8MU2W
6	AP GVA +41-22-7702531 - IATA - A
7	TK OK31MAY/GVAC22555
8	SSR OTHS 1A JQ CONFO NBR ACNY9H
9	OSI 1A OZ PNR ADRS IS 0058929
Fares	
OSA-SEL	526
SEL-SYD	5177
SYD-BNE	468
BNE-OSA	4441
Rate Type	
Adult Normal Economy Fare	

66. The fare rule for the lowest applicable normal fare is \_\_\_\_\_  
 A. Y277  
 B. Y319  
 C. Y330  
 D. Y365
67. The fare rule for the lowest applicable normal fare does not allow stopovers.  
 A. True  
 B. False
68. The fare rule for the lowest applicable normal fare also applies for travel from \_\_\_\_\_  
 A. SEL to SYD  
 B. SYD to OSA  
 C. BNE to TYO  
 D. TYO to AKL
69. The LCF for the lowest applicable normal fare without TFCs is \_\_\_\_\_  
 A. JPY 103000  
 B. JPY 429400  
 C. JPY 279000  
 D. JPY 323400
70. Which global indicator code applies to flight QF 241?  
 A. EH  
 B. AP  
 C. TS  
 D. PA
71. This journey is a \_\_\_\_\_  
 A. RTW  
 B. RT  
 C. CT  
 D. OJ
72. The fare for the second fare component is assessed \_\_\_\_\_  
 A. in the actual direction of travel using a OW fare  
 B. in the actual direction of travel using a 1/2 RT fare  
 C. in the reverse direction of travel using a OW fare  
 D. in the reverse direction of travel using a 1/2 RT fare
73. The journey has \_\_\_\_\_ transfers.  
 A. two  
 B. three  
 C. four
74. This journey takes place entirely in Area \_\_\_\_\_  
 A. 1  
 B. 2  
 C. 3

75. If this reservation is changed to the following; what is the lowest applicable normal fare in NUC?

OZ 113 Y 10JUN 5 KIXICN HK1 1700 1850  
 OZ 601 Y 11JUN 5 ICNSYD HK1 2030 0740  
 QF5952 Y 20JUN 4 SYDBNE HK1 0600 0910  
 QF 241 Y 23JUN 4 BNEKIX HK1 1220 1910

- A. NUC 4436.03
- B. NUC 3683.68
- C. NUC 4604.64
- D. NUC 4520.52

An adult passenger is travelling on the following journey. Quote the lowest applicable special (promotional) fare for this journey. Answer questions 76 to 85 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

Journey	
SQ	62 H 14MAR SIN ATL HK1 1610 2350
CO	129 H 19MAR ATL GIG HK1 2110 0750+1
CM	872 H 05MAY GIG LAX HK1 1310 2359
SQ	37 H 12MAY LAX SIN HK1 2100 0600+2
TPMs	
SIN-ATL 9962 PA	
ATL-RIO 4753 WH	
RIO-LAX 6313 WH	
LAX-SIN 8756 PA	
Fare type	
Adult Promotional/Special Fare	

76. The applicable MPM from SIN to RIO is \_\_\_\_\_.

- A. 12300
- B. 14564
- C. 15451

77. The rule number for the lowest applicable special fare is \_\_\_\_\_.

- A. X0871
- B. X0872
- C. X1108
- D. X1151

78. The lowest applicable special fare without TFCs is \_\_\_\_\_.

- A. SGD 6697
- B. SGD 7109
- C. SGD 8137
- D. SGD 6716

79. With this special fare it is allowed to \_\_\_\_\_.

- A. Arrive in RIO and return from SAC
- B. Arrive in RIO and return from POA
- C. Arrive in RIO and return from BRA
- D. All of the above

80. The passenger is entitled to \_\_\_\_\_.

- A. an additional free stopover en route in the outbound fare component
- B. an additional free stopover en route in the inbound fare component
- C. one additional free stopover and another at a given charge
- D. two additional stopovers permitted per pricing unit at SGD 150 each

81. The minimum stay date is \_\_\_\_\_.

- A. 21 MAR
- B. 22 MAR
- C. 24 MAR
- D. 25 MAR

82. The maximum stay rule is \_\_\_\_\_.

- A. 3 months
- B. 6 months
- C. one year

83. The passenger is entitled to rebook the itinerary without any charge \_\_\_\_\_.

- A. only before the ticket is issued
- B. after departure but before arriving at the turnaround point
- C. at any time, before or after the ticket is issued
- D. after the ticket is issued if the change is due for medical reasons.

84. An accompanied infant is charged with \_\_\_\_\_.

- A. 50% of the applicable adult fare
- B. 75% of the applicable adult fare if a seat is booked
- C. 10% of the applicable adult fare without any seat
- D. Both B and C

85. This special fare may also apply for journeys \_\_\_\_\_.

- A. between BUE and BKK
- B. between MVD and KUL
- C. between SEL and SCL
- D. all of the above



Refer to the following electronic ticket display to answer questions 86 to 90 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

ELECTRONIC TICKET RECORD  
 INV: CUST: IAT000 PNR: IEQPVT  
 TKT: 2205974261099 ISSUED: 12FEB11 PCC: 04D9 IATA: 69500104  
 NAME: BRENNAN/JOHN  
 NAME REF: TOUR ID: 000001  
 FOP: CA36158800039692\*1008 /0056 S  
 CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT  
 1 LH 3113 Y 19FEB HELMUC 1600 OK YLAP30 OPEN  
 2 LH 3352 Y 19FEB MUCIST 1915 OK YLAP30 OPEN  
 3 LH 3343 Y 21FEB ISTFRA 1810 OK YLAP30 OPEN  
 4 LH 3108 Y 21FEB FRAHEL 2155 OK YLAP30 OPEN  
 FULLY ENDORSEABLE  
 FARE EUR1129.00 TAX 94.80YQ TAX 15.21FI TAX 6.96DO  
 TAX 10.49DE TAX 38.23RA TAX 17.77TR  
 TOTAL CAD1927.46 EQUIV FARE PD CAD1744.00  
 HEL LH X/MUC LH IST M750.38 LH X/FRA LH HEL M750.38NUC1500.76END  
 ROE0.751949XT6.96DQ10.49DE38.23RA17.77TR

86. The Electronic Ticket is issued for \_\_\_\_\_.
- an accompanied child passenger
  - an unaccompanied minor passenger
  - an infant passenger
  - an adult passenger
87. The open status of flight coupons in this e-ticket allows the travel agent to \_\_\_\_\_.
- change these flight coupons without any fare recalculation
  - freely refund any flight coupon regardless of fare conditions
  - reissue the entire ticket subject to applicable fare conditions
  - price the journey, collect payment and issue the e-ticket
88. According to the electronic ticket record \_\_\_\_\_.
- MUC is considered a stopover
  - IST is considered a stopover
  - FRA is considered a stopover
  - there are no stopovers in this itinerary
89. The fare basis code on this ticket shows that the applied fare is \_\_\_\_\_.
- a group fare
  - an inclusive tour fare
  - an advanced purchase fare
  - a normal fare
90. The 94.80YQ tax was collected in \_\_\_\_\_.
- Finland
  - Germany
  - Turkey
  - Canada

Refer to the following fare calculation extract. Answer questions 91 to 95 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

FARE CALCULATION  
 NBO KQ LON BA FRA LH AMS M NBO LON1412.00KL CPH KQ NBO M  
 NBOCPH2002.00P NBOCPH590.00NUC4004.00END ROE1.000000

91. This journey has \_\_\_\_\_.
- one pricing unit
  - two pricing units
  - three pricing units
  - four pricing units
92. Which is true?
- A HIP fare applies to the outbound fare component
  - A HIP fare applies to the inbound fare component
  - A HIP fare applies to both fare components
  - There is no HIP fare applied to this journey
93. Which is true?
- The CTM fare is lower than the AF
  - The CTM fare is higher than the AF
  - The CTM fare is equal to the AF
  - There is no CTM check to apply
94. The CTM fare for this journey is \_\_\_\_\_.
- NUC 2824.00
  - NUC 3414.00
  - NUC 4004.00
  - NUC 4594.00
95. Which is a fare construction point for this journey?
- LON
  - CPH
  - AMS
  - FRA
- Answer questions 96 to 100 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.
96. The term "carding" is the \_\_\_\_\_.
- credit card payment process for the purchase of an e-ticket
  - form of payment required when buying air tickets on the Internet
  - method of storing credit card information in a PNR ETR field
  - theft of credit card information to make a purchase transaction
97. Which electronic record will replace non-ticket documents issued in paper-based format such as MCOs and Tour Orders?
- Electronic Ticket
  - Electronic Flight Coupon
  - Electronic Miscellaneous Document
  - Electronic Prepaid Fund Transfer



98. An Inclusive Tour Fare applies to \_\_\_\_\_
- A. tour products with a minimum group size
  - B. independent tours excluding air transportation
  - C. any tour product including air transportation and land arrangements
  - D. none of the above
99. When an IATA Accredited retail agency sells a consolidator fare, the ticket is normally issued by \_\_\_\_\_
- A. the consolidator
  - B. the agency
  - C. the validating airline
  - D. any ticketing office
100. A Flat Fee is a travel agency's charge to corporate customers for \_\_\_\_\_
- A. managing the customer's travel budget
  - B. reservation and ticketing transactions
  - C. reducing monthly travel expenditures
  - D. all of the above services

END OF EXAM QUESTIONS



Fare Construction formula for OW journeys.  
This table is for your use only. It will not be graded.

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