



IATA Basic Fare Construction Formula

FCR	Determine the city pair used as Fare Construction Points for each fare component
NUC	Determine the NUC of the predominant carrier using correct global indicator and the type of fare specified
RULE	Write down rule number shown opposite the NUC, if any. Indicate if a specified routing exists. If none, write NIL.
MPM	Note the Maximum Permitted Mileage and correct Global Indicator
TPM	Show the total of the Ticketed Point Mileages.
EMA	Show the TPM Deduction, if any.
EMS	If TPM is still higher than MPM, divide TPM by the MPM to determine the % of the surcharge.
HIP	Identify the HIP sector and its fare, if any. If none, write NIL.
RULE	Show rule number and follow stopover/transfer conditions whenever using secondary fare levels for the HIP.
AF	Show the Applicable Fare in NUC for the component
CHECK	Identify the applicable minimum fare check(s) and show the highest fare as required by such check(s). If there is no Plus-up or no higher fare, write NIL. If the check does not apply, write NA. Note: Whenever the backhaul applies, show the complete BHC formula and the plus-up if any.
TOTAL	Add the AF of all fare components, including Q surcharges, and show the final sum.
IROE	Convert NUC into Local Currency Fare at the IATA Rate of Exchange of the country of commencement of international travel.
LOF	Write down the final Local Currency Fare with the correct number of decimal places. Don't forget to round according to prescribed procedure for such currency.

How to determine an Excess Mileage Surcharge - EMS

1. Divide the TPM by the MPM
2. If the result is:

Surcharge the fare by:	
over 1.00000 but not higher than 1.05.....	5%
over 1.05000 but not higher than 1.10.....	10%
over 1.10000 but not higher than 1.15.....	15%
over 1.15000 but not higher than 1.20.....	20%
over 1.20000 but not higher than 1.25.....	25%
over 1.25 - use the lowest combination of fares	

Example: TPM 7836 and MPM 7102: $7836 \div 7102 = 1.10335 =$ surcharge of 15%

Note: When using this formula, you must check up to five decimal places in your calculator.



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 any air 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 travelling on the following reservation. Quote the lowest applicable normal fare for this journey with two fare components. 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.

VK 807 C 10MAR 6 LOSACC	1035 1040	10MAR	E
MS 882 C 15MAR 4 ACCCAI	1335 2110	15MAR	E
MS 610 C 20MAR 2 CAIKWI	0925 1255	20MAR	E
EK 856 C 25MAR 7 KWI DXB	0940 1215	25MAR	E
EK 781 C 30MAR 5 DXB LOS	1400 1855	30MAR	E

LOS-ACC	250	EH
ACC-CAI	2662	EH
CAI-KWI	997	EH
KWI-DXB	529	EH
DXB-LOS	3661	EH

Adult Normal Business Class



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	
CHECK	
IROE	
LCF	

Blank Fare Construction Table for RT/CT journeys. This table is for your use only. It will not be graded.

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



1. Travel for this journey is _____
 - A. wholly within Africa
 - B. wholly within Area 3
 - C. between Europe and Middle East
 - D. between Africa and Middle East
2. An EMA applies to one fare component of this journey. TRUE or FALSE?
 - A. True
 - B. False
3. There are _____ transfers in this journey.
 - A. 1
 - B. 2
 - C. 3
 - D. 4
4. This journey is _____
 - A. a RT
 - B. an OJ
 - C. a CT
 - D. a OW
5. How many stopovers are there for the inbound fare component?
 - A. 1
 - B. 2
 - C. 3
 - D. There are no stopovers in the inbound fare component
6. What is the published HIP fare for outbound fare component?
 - A. NUC 1093.50
 - B. NUC 1120.50
 - C. NUC 1776.00
 - D. NUC 1738.00
7. The Total AF for this journey is _____ the CTM fare.
 - A. equal to
 - B. lower than
 - C. higher than
8. The fare construction point producing the lowest fare for this journey produces _____
 - A. the lowest direct fare from the point of origin
 - B. the highest direct fare from the point of origin
 - C. a HIP fare from an intermediate stopover point
 - D. the highest MPM from the point of origin
9. What is the lowest applicable fare excluding TFCs in local currency?
 - A. USD 2851.00
 - B. USD 2940.00
 - C. USD 2205.00
 - D. USD 3641.00



10. Consider the following reservation change for the fourth itinerary segment.

VK 807 C 10MAR 6 LOSACC	1035 1040	10MAR	E	0 733
MS 882 C 15MAR 4 ACCCAI	1335 2110	15MAR	E	0 738
MS 610 C 20MAR 2 CAIKWI	0925 1255	20MAR	E	0 330
EK 858 C 20MAR 2 KWIDXB	1810 2040	20MAR	E	0 773
EK 781 C 30MAR 5 DXBLOS	1400 1855	30MAR	E	0 345

What is the lowest applicable fare for this new journey?

- A. NUC 1738.00
- B. NUC 2201.27
- C. NUC 2813.50
- D. NUC 2900.40

Refer to the following reservation made today, 23AUG. The passenger is a resident citizen of Singapore. Price this journey at the lowest applicable special/promotional fare with two fare components. Answer questions 11 to 20 by blackening a circle for each question number on the separate Answer Sheet provided. Only one answer per question is accepted.

SQ 186 Y 30NOV 5 SINGSGN	1735 1840	30NOV	E
CX 766 Y 10DEC 1 SGNHKG	1125 1510	10DEC	E
CX 919 Y 12DEC 3 HKGMNL	1445 1650	12DEC	E
SQ 921 Y 12DEC 3 MNL SIN	1850 2220	12DEC	E
SIN-SGN 679 EH			
SGN-HKG 929 EH			
HKG-MNL 712 EH			
MNL-SIN 1476 EH			
Adult Special/Promotional Fare			



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	
CHECK	
TIME	
LCF	

Blank Fare Construction Table for RT/CT journeys. This table is for your use only.
It will not be graded.

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



11. Which global indicator code applies to this journey?
 - A. AT
 - B. SA
 - C. WH
 - D. EH
12. Which is the destination fare construction point?
 - A. SGN
 - B. HKG
 - C. MNL
13. Identify the journey type.
 - A. Circle trip
 - B. Open jaw
 - C. Round-the-world
 - D. Round trip
14. Which MPM applies to the journey?
 - A. 814
 - B. 1114
 - C. 1771
 - D. 1912
15. How many transfer points are there for this journey?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
16. What is the applicable base fare for this routing in local currency without TFCs?
 - A. SGD 1845.99
 - B. SGD 1846.00
 - C. SGD 1984.41
 - D. SGD 1985.00
17. What taxes apply to this journey?
 - A. SGD18.00SG; USD14.00JC; HKD120HK; PHP1620PH
 - B. SGD21.00SG; USD14.00JC
 - C. SGD21.00SG; USD14.00JC; HKD120HK; PHP1620PH
 - D. SGD21.00SG; USD14.00JC; HKD120HK
18. What is the latest date that this confirmed reservation must be purchased and ticket issued?

SQ 186 Y 30NOV 5 SINSGN	1735	1840	30NOV	E
CX 766 Y 10DEC 1 SGNHKG	1125	1510	10DEC	E
CX 919 Y 12DEC 3 HKGMNL	1445	1650	12DEC	E
SQ 921 Y 12DEC 3 MNLSIN	1850	2220	12DEC	E

 - A. By 30OCT
 - B. By 20NOV
 - C. By 29NOV
 - D. By 30NOV
19. Which is true for the lowest applicable fare for this journey?
 - A. An EMS applies to the outbound fare component
 - B. A HIP fare applies to the outbound fare component
 - C. An EMA applies to the inbound fare component
 - D. The inbound fare component is priced as a Specified Routing



20. If the reservation is changed to the following, will the lowest applicable fare be different?

SQ 186 Y 30NOV 5 SINSGN 1735 1840 30NOV E
 CX 766 Y 10DEC 1 SGNHKG 1125 1510 10DEC E
 CX 919 Y 12DEC 3 HKGMNL 1445 1650 12DEC E
 SQ 921 Y 20DEC 3 MNLSIN 1850 2220 20DEC E

- A. Yes, the new fare will be higher
- B. Yes, the new fare will be lower
- C. No, the new fare will be the same

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

TKT-880 2431234501									
OD-OSAOSA	FCMI-0	POI-HAK	DOI-12APR	IOI-32380391					
1. SEJUNG/HWANG MS ADT									
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	SEL10M1092.86OZ	HKG CX OSA Q4.25	1963.72NUC	2050.83END				
	ROE6.82629								
FP	AX XXXXXXXXXXXX1259								

- 21. What is the destination of flight number OZ721?
 - A. BJS
 - B. HKG
 - C. SEL
 - D. OSA
- 22. What is Ms. Sejung's free check-in baggage allowance for the journey?
 - A. Maximum 4 bags
 - B. Maximum 30 kilograms
 - C. Maximum 30 bags
 - D. Maximum 120 kilograms
- 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 232 departs from OSA
 - D. The ticket was issued on 30 MAY
- 25. What is the fare breakpoint?
 - A. BJS
 - B. SEL
 - C. HKG
 - D. OSA



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
 ATH OA X/ROM AC Y M304 12BA LON BA ATH M304 42 1940.00NUC648.04END ROE1.117014

- 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 journey's outbound fare component?
 - A. AC
 - B. BA
 - C. OA
- 28. A stopover charge applies to which point?
 - A. ATH
 - B. LON
 - C. ROM
 - D. YMQ
- 29. What is true for both components in the constructed fare?
 - A. An sum of TPMs is greater than the MPM
 - B. An F 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 routing is matched with a correct-EMA?
 - A. - 513 for SYD-MNB-NBO-AUH
 - B. - 700 for HKG-DEL-CMB
 - C. - 433 for BUE-RIO-CCS-BOG
 - D. - 800 for NYC-LAX-HNL-TYO
- 32. Identify the correct global indicator code for this journey.

TG 944 C 10DEC 1 BKKFCO	0020 0650	10MAR	E
AZ 630 C 18DEC 2 FCOMIA	0910 1415	18DEC	E
AA 909 Y 18DEC 2 MIABUE	2030 0620	19DEC	E

 - A. WH
 - B. AT
 - C. PN
 - D. EH
- 33. MGQ is located in which IATA sub-area?
 - A. Eastern Africa
 - B. Western Africa
 - C. Central Africa
 - D. Southern Africa



20. If the reservation is changed to the following, will the lowest applicable fare be different?

SQ 186 Y 30NOV 5 SINGN 1735 1840 30NOV E
 CX 766 Y 10DEC 1 SGNHKG 1125 1510 10DEC E
 CX 919 Y 12DEC 3 HKGMNL 1445 1650 12DEC E
 SQ 921 Y 20DEC 3 MNLSIN 1850 2220 20DEC E

- A. Yes, the new fare will be higher
- B. Yes, the new fare will be lower
- C. No, the new fare will be the same

Refer to the following electronic ticket display to answer questions 21 to 25 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 SEL10M1092.8603 HKG CX OSA Q4.25 096.72MPC0000.03888				
	ROE6.82629				
FP	AX XXXXXXXXXXXXX1259				

- 21. What is the destination of flight number OZ721?
 A. BJS
 B. HKG
 C. SEL
 D. OSA
- 22. What is Ms. Sejung's free check-in baggage allowance for the journey?
 A. Maximum 4 bags
 B. Maximum 30 kilograms
 C. Maximum 30 bags
 D. Maximum 120 kilograms
- 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



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
 ATH OA X/ROM AC Y 1 M304.42BA LON BA ATH M304.42 1S40.00NUC648.84END ROEL 11/814

- 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 journey's outbound fare component?
 A. AC
 B. BA
 C. OA
- 28. A stopover charge applies to which point?
 A. ATH
 B. LON
 C. ROM
 D. YMQ
- 29. What is true for both components in the constructed fare?
 A. An amount of TPMs is greater than the MPM
 B. An amount applies to reduce the TFM
 C. The amount of TPMs is greater than the TFM
 D. The amount of TPMs is greater than the MPM
- 30. How many transfer points are there on this journey?
 A. 0
 B. 1
 C. 2
 D. 3
- 31. Which routing is matched with a correct EMA?
 A. - 819 for SYD-MNB-NBO-AUH
 B. - 700 for HKG-DEL-CMB
 C. - 400 for BUE-RIO-CCS-BOG
 D. - 800 for NYC-LAX-HNL-TYO
- 32. Identify the correct global indicator code for this journey.
 TG 944 C 10DEC 1 BKKFCO 0020 0650 10MAR E
 AZ 630 C 18DEC 2 FCOMIA 0910 1415 18DEC E
 AA 909 Y 18DEC 2 MIABUE 2030 0620 19DEC E
 A. WH
 B. AT
 C. PN
 D. EH
- 33. MGQ is located in which IATA sub-area?
 A. Eastern Africa
 B. Western Africa
 C. Central Africa
 D. Southern Africa



34. Which carrier's fare must be applied to the routing, considering the TPMs and fares listed by carrier?

GVA-AF-X/PAR-KL-AMS-AY-HEL

TPM	
GVA PAR	251
PAR AMS	247
AMS HEL	945

FARE BASIS FARE in NUC	
AF	1773.42
KL	1773.42
AY	1596.07

- A. AY
B. AF
C. KL
35. Which is a way to prevent credit card fraud?
- A. Do not accept credit card payment for journeys departing in less than 30 days
B. Ask the customer to state the exact cardholder name and expiry date
C. Only accept credit card payment if the customer purchases in person
D. Compare signatures on the customer's credit card with a secondary identification



GENERAL KNOWLEDGE

36. Which is part of the largest business sector in the travel and tourism industry?
- A. Rail transportation
B. Cruise products
C. Restaurants
D. Airline transportation
37. The five essential elements of a successful destination include accommodation, accessibility, activities, amenities, and _____.
- A. airports
B. added-value
C. attractions
D. availability
38. What can help the agency improve services offered to major customers and increase services to smaller customers?
- A. Offer more products than competitors
B. Analyze back office financial data
C. Invest in staff training
D. Deliver good interpersonal skills
39. Which organization actively helps countries develop or improve its tourism industry?
- A. The International Hotel and Restaurant Association
B. The International Air Transport Association
C. The World Travel and Tourism Council
D. The World Tourism Organization
40. More tourists choose a destination for its _____.
- A. language
B. weather
C. restaurants
D. entertainment
41. Which is not considered part of a society's culture?
- A. Language
B. Transportation
C. Religion
D. Art
42. Which is FALSE?
- A. Lagos is the capital city of Nigeria
B. Nigeria is on the west coast of the Africa
C. English is the official language of Nigeria
D. The Naira is official currency of Nigeria
43. Which is the capital city of Austria?
- A. Antwerp
B. Vienna
C. Helsinki
D. Copenhagen



44. If it is 18:00 in BUE, what is GMT time?

COUNTRY	HOURS +/- GMT	DST +/-	DAYLIGHT SAVINGS TIME (DST) PERIOD
Argentina	-3		

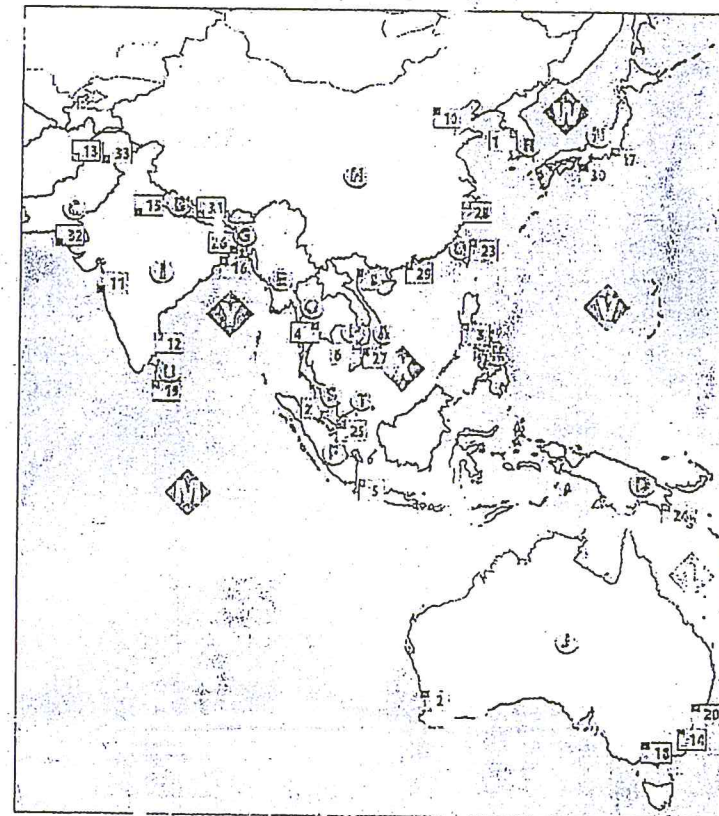
- A. 18:00
- B. 21:00
- C. 15:00
- D. 03:00

45. Which European Union countries do not use the Euro as their national currency?

- A. Italy & Austria
- B. Sweden & the Netherlands
- C. Austria & Denmark
- D. Denmark and Sweden



Refer to the following map to answer questions 46 to 50.



- 46. Which country is letter T?
 - A. Japan
 - B. Singapore
 - C. Thailand
 - D. Vietnam
- 47. Which city is Number 3 (located in country K)?
 - A. JKT
 - B. BOM
 - C. MEL
 - D. MNL
- 48. Which city is Number 29?
 - A. HKG
 - B. OSA
 - C. SGN
 - D. TPE
- 49. Letter A is which country?
 - A. China
 - B. Singapore
 - C. Philippines
 - D. Vietnam
- 50. Letter H is which country?
 - A. Sri Lanka
 - B. Nepal
 - C. India
 - D. South Korea



51. How are visas helpful to immigration officials?
- Visas are official proof of identification for foreigners
 - Visas record who enters and leaves a country
 - Visa fees are an important source of their income
 - Visas help assess the size of a country's population
52. Which advice can prevent travelers from falling ill when travelling in a foreign country?
- Drink freshly squeezed fruit juice instead of water
 - Run tap water for 10 minutes before drinking it
 - Do not eat the local food prepared in restaurants
 - Drink boiled mineral water instead of tap water
53. Which intermediary can safely transfer money to a foreign country?
- A bank
 - A travel insurance company
 - A credit card company
 - A post office
54. Susan purchased baggage insurance before her trip. Her checked baggage was lost by the airline so Susan had to buy clothes while on vacation. Susan will submit an insurance claim for those purchases when she returns home. Identify the steps to follow to make an insurance claim in the correct order.
- Contact the insurance company
 - Contact the travel agent
 - Request a claim form
 - Complete the claim form and attach receipts
 - Submit the claim form to the travel agent
 - Submit the claim form to the insurance company
- 1, 2, 3, 4, 5
 - 2, 3, 4, 5
 - 2, 3, 4, 5, 6
 - 1, 3, 4, 6
55. Which document is equal to a proof of purchase?
- An itinerary
 - An invoice
 - A baggage tag
 - A receipt



56. The following is an extract from the Travel Information Manual. Which is required for passengers making a same day flight connection in BKK?

Health:
 Vaccination against Yellow Fever required, if arriving within 10 days after leaving or transiting countries with infected areas.
 Exempt from Yellow Fever vaccination:
 1. Children under 1 year of age.
 2. Transit passengers not leaving the airport transit area.
Recommended: Malaria prophylaxis. Malaria risk exists throughout the year in rural, especially forested and hilly areas of the whole country, mainly towards the international borders.
Warning: Those not holding a valid Yellow Fever vaccination certificate, if required, will be vaccinated upon arrival and kept in quarantine for 6 days or otherwise deported.

- A quarantine period
- A Yellow Fever vaccine
- Malaria prophylaxis
- No health precautions are required



Refer to the following information to answer questions 57 and 58.

Egypt (Arab Republic of) (EG)

1. Passport: Passport required.
Document Validity: Passport and/or passport replacing documents must be valid at least 2 months beyond the period of intended stay.

2. Visa: Visa required
Visa Exemptions:
1. Nationals of Egypt.
2. Nationals of Kuwait who will be issued a six month residence permit upon arrival.
3. Nationals of Malaysia, for a touristic stay of max. 15 days.
4. A stay of max. 3 months:
4.1 For nationals of Bahrain, Guinea, Korea Repl., Libya, Oman, Saudi Arabia, United Arab Emirates, or Yemen Rep.;
4.2 For nationals of Tunisia

If not meeting condition(s) above, TWOV (Transit Without Visa): Transit to a third country within 12 hours, provided passengers are:
- continuing their journey; and
- holding combined tickets; and
- not leaving the airport (no hotel accommodation is available at Cairo Airport).

Visa Issuance:
Prior to arrival: If required, by a diplomatic representation of Egypt in: Afghanistan, Albania, Algeria, Angola, Argentina, Armenia, Australia, Azerbaijan, Bahrain, Bangladesh, Belgium, Bolivia, Brazil, Burkina Faso, Burundi, Cameroon, Canada, China (People's Rep.), Colombia, Congo Kinshasa (Kinshasa), Cote d'Ivoire, Cuba, Cyprus, Czech Rep., Denmark, Ecuador, El Salvador, Eritrea, Ethiopia, Finland (Helsinki), France, Germany, Ghana, Greece (Athens), Guatemala, Hong Kong (SAR China), Hungary, India, Indonesia (Jakarta); Iran; Ireland (Rep. of), Israel, Italy, Japan, Jordan, Kazakhstan (Almaty), Kenya (Nairobi), Korea (Democratic People's Republic of), Korea (Rep.) (Seoul), Kuwait, Lebanon, Liberia, Libya, Malawi, Mali, Malaysia, Malta, Mauritania, Mexico, Morocco, Mozambique, Nepal, Netherlands, Niger, Nigeria, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russian Fed., Saudi Arabia, Serbia & Montenegro, Singapore, Somalia (temporarily closed; visas can be obtained from the consulate in Nairobi, Kenya), South Africa, Spain, Sri Lanka, Sudan, Switzerland, Syria, Tanzania, Thailand, Togo, Tunisia, Turkey, Uganda (Kampala), Ukraine, United Arab Emirates, United Kingdom, U.S.A. (Chicago, Houston, New York, San Francisco, Washington), Uruguay (Montevideo), Vietnam, Yemen Rep., Zambia and Zimbabwe.

Additional Information:
1. In addition to visa, nationals of Iran require a prior approval from the Security Authorities of Egypt.
2. Nationals of Bangladesh, Congo (Kinshasa), Eritrea, Ethiopia, India, Nigeria, Pakistan, Philippines, Somalia, Sri Lanka and Tanzania must hold onward or return tickets. Deportation will follow if not holding onward or return tickets.



The following reservation is for a Nigerian national travelling with a normal passport.

VK 807 C 10MAR 6 LOSACC 1035 1040 10MAR E
 FR 882 C 15MAR 4 ACCCAI 1335 2110 15MAR E
 MS 875 C 20MAR 2 CAILOS 0815 1330 20MAR E

- 57. This visitor's Nigerian passport must be valid until _____
 A. 10MAY
 B. 15MAY
 C. 20MAY
 D. 30MAY
- 58. Which is TRUE?
 A. This visitor must purchase a visa on arrival in CAI.
 B. A TWOV is required for this visitor.
 C. A visa is required for this visitor and journey.
 D. The visitor cannot leave the airport if holding a visa.
- 59. In the following display, flight KL453 from AUH to AMS is an example of a _____ flight.

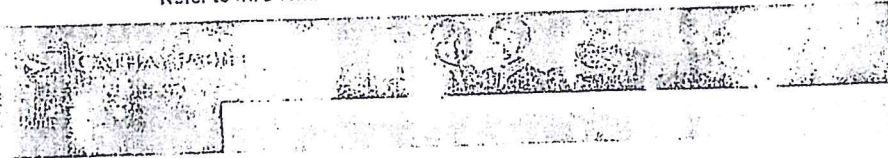
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    AUH 23:55 AMS 06100+1 KL453 KL 1 9:05
    
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- A. non stop
 B. code share
 C. direct
 D. connecting
- 60. Which is the International Phonetic Alphabet word used to express the letter "U"?
 A. Uruguay
 B. United
 C. Uniform
 D. Univerte
- 61. Passengers arriving at a destination airport can collect checked baggage from the _____
 A. customs office
 B. baggage claim area
 C. check-in counter
 D. transit lounge
- 62. Which qualifies as an ancillary service sold by an airline?
 A. A flight boarding pass
 B. Special seat assignment
 C. A Passenger Receipt Coupon
 D. Carry-on baggage
- 63. What agreement between countries defines which airports their airlines can serve?
 A. Geneva Convention
 B. Warsaw Convention
 C. Free-sale Agreement
 D. Bilateral Agreement



Refer to this online timetable to answer questions 64 and 65.



Select your preferred flights

Flight Details
 Passengers
 Payment
 Information

If flights are full, or you can't find a convenient flight, change the dates from the selection boxes.

Flight	Origin	Destination	Class	Time	Duration	Remarks
CX716	SIN	HKG	0	13:30	3:40	ZZZ
CX650	SIN	HKG	0	07:10	3:45	ZZZ
CX690	SIN	HKG	0	12:50	3:45	333
CX734	SIN	HKG	0	16:25	3:45	333
CX710	SIN	HKG	0	08:05	3:50	ZZZ
CX636	SIN	HKG	0	20:05	3:50	333
CX714	SIN	HKG	0	01:15	3:55	ZZZ
CX736	SIN	HKG	0	10:05	4:00	ZZZ
CX712	SIN	HKG	1	14:00	6:00	ZZZ
CX712	SIN	BKK	0	14:00	8:45	ZZZ
CX702	BKK	HKG	0	17:10	22:45	333
CX712	SIN	HKG	0	14:00	22:10	ZZZ
CX700	BKK	HKG	0	08:25 +1	17:10 +1	333
CX712	SIN	BKK	0	14:00	23:10	ZZZ
CX708	BKK	HKG	0	12:25 +1	13:10 +1	333
CX712	SIN	BKK	0	14:00	25:35	ZZZ
CX750	BKK	HKG	0	11:55 +1	15:35 +1	333
CX712	SIN	BKK	0	14:00	26:25	ZZZ
CX754	BKK	HKG	0	12:40 +1	16:25 +1	333



64. Consider the following reservation.

SQ 186 J 30NOV 5 SINGSGN 1735 1840 30NOV E
 CX 766 C 01DEC 1 SGNHKG 1125 1510 01DEC R

In order to avoid the connection and an overnight stay in SGN, the passenger wants to change the reservation to depart SIN on the same date and closest to the original time on a nonstop flight. Assuming that a seat is available, which is the best flight option?

- A. CX636
- B. CX710
- C. CX716
- D. CX650

65. Which is TRUE?

- A. The best flight option offers the shortest travel time
- B. The best flight option is on an Airbus aircraft
- C. The best flight option is also a code share flight

Refer to the Thomas Cook Rail Table 6101 to answer questions 66 and 67.

		VIETNAM										THAI						
		HANOI SAIGON										SAIGON HANOI						
km		SES	TH1	SE1	SES	TH1	SE1	TH1	SE1	TH1	SE1	TH2	SE2	TH2	SE2	TH2	SE2	
0	Hà Nội	1225	1075	1500	2300	---	---	1545	1920	---	---	1005	1230	1400	1545	1900	1940	2300
87	Hàm Nghi	1497	1300	2049	---	---	---	1735	2104	---	---	1357	1641	1802	1950	---	0643	---
116	Vinh	1518	1291	---	---	---	---	1821	2133	---	---	1850	---	2215	---	0240	0553	0535
175	Thanh Hóa	1518	1523	2275	---	---	---	1943	2239	---	---	2240	---	---	---	---	---	0911
215	Vinh	1625	1703	0253	0412	---	---	2247	0267	---	---	0312	---	0715	0234	0215	---	---
222	Dương Hòa	2215	2149	0246	0757	---	---	0247	0254	---	---	0704	0449	1165	1203	1218	---	1414
688	Hải	0107	0202	0205	1044	---	---	0525	0511	0822	---	1116	0715	1416	1539	1505	---	1633
791	Cà Mau	0318	0505	0420	1315	---	---	0854	0723	---	---	2029	1411	---	0335	2214	---	2303
928	Đông Ngạc	0613	0753	1329	---	---	---	1147	1553	---	---	1458	1020	---	1914	1913	---	1933
1095	Đầu Tiên	0516	1215	1632	1625	---	---	1512	1613	---	---	2235	1637	---	0424	0340	---	0201
1197	Tây Hòa	---	1408	1808	---	---	---	---	1704	1838	---	0100	1747	---	0242	---	---	0266
1315	Nha Trang	---	1244	1034	2033	2147	---	1840	0939	2128	---	0136	1020	---	0220	0232	---	0325
1551	Khang Mã	---	1640	2152	---	---	---	2344	0206	0356	---	0330	2007	---	0810	0410	---	0430
1726	Sai Gòn	---	2000	0242	0110	0430	0520	0555	0753	---	---	---	---	---	---	---	---	0430

66. Consider the following reservation. The passenger must travel by train from SGN to Hà Nội on 30 NOV after arriving on SQ186. A first class train ticket is required. Which train number is the best option to connect the same day?

SQ 186 Y 30NOV 5 SINGSGN 1735 1840 30NOV E

- A. SNT2
- B. SE4
- C. SE3
- D. HN1

67. What is the distance between the Sai Gòn and Hà Nội stations?

- A. 175 km
- B. 1726 km
- C. 10510 km



68. What is true of rail transportation in Europe?
 A. Rail transportation is now gaining popularity
 B. Rail transportation is not popular today
 C. TGV is the name of a high-speed train
 D. Cars have completely replaced rail travel
69. A "couchette" on European trains is a type of _____.
 A. seat
 B. bed
 C. meal
 D. drink
70. Which type of train is sometimes decorated in "vintage" or "old" style?
 A. Luxury
 B. High-speed
 C. Scenic
 D. Car-carrying
71. Most trains offer _____ of service.
 A. one class
 B. two classes
 C. three classes
 D. eight classes
72. A customer plans to drive a rental car from Manchester to Paris. He will cross the English Channel by ferry from Great Britain to continental Europe. The customer will change the original rental car for another rental car on the other side of the Channel, because _____.
 A. steering wheels are on the opposite side of vehicles in Britain
 B. British rental cars cannot be driven outside the country
 C. ferries crossing the Channel do not transport vehicles
 D. cars are much less expensive to rent on mainland Europe
73. Car rental rates are not set according to the number of rental _____.
 A. days
 B. hours
 C. weekends
 D. weeks
74. What is a hotel's "turndown service"?
 A. The cancellation of a room reservation
 B. A tax added to the guest hotel charges
 C. Removal of bedspread and drawing curtains
 D. Downgrading the room to a lower standard
75. Which hotel meal plan does not include breakfast?
 A. A European plan
 B. Table d'hôte
 C. A Continental breakfast
 D. An American plan
76. A five-star hotel is normally categorized as a _____ hotel.
 A. budget/economy
 B. mid-range
 C. luxury
 D. upscale



77. What type of room rate offers a discount to a group of agencies with high bookings?
 A. Industry rate
 B. Corporate rate
 C. Consortium rate
 D. Package rate
78. The Star Ferry operates in what city?
 A. BOM
 B. JNB
 C. MEX
 D. HKG
79. What does a cruise brochure describe?
 A. Meals and menus
 B. Promotional sales
 C. Cruise itineraries
 D. Port charges
80. Weighing more than 100,000 tons, the Queen Mary 2 is classed as a _____ ship.
 A. super mega
 B. mega
 C. large
 D. small
81. Which is true about cruise ship cabin accommodations?
 A. Outside cabins are the least expensive
 B. Inside cabins come with veranda
 C. All ships have cabins for single travelers
 D. A cabin's location on the ship influences pricing
82. Which information must a travel agent provide to the tour operator when making a tour reservation?
 A. The customer's form of payment
 B. The number of accompanying baggage
 C. The desired tour name and dates
 D. The agency's tour price and fees
83. Which would not cause a tour operator to cancel a tour departure?
 A. Bad weather conditions at the point of origin or at destination
 B. The tour destination shows new political problems and labor strikes
 C. A tour hotel is overbooked and cannot honor the tour group reservation
 D. A tour participant falls ill and cannot travel with the rest of the tour group
84. Volume discounts are generally not available to tour organizers of _____ tours.
 A. custom-designed
 B. escorted
 C. hosted
 D. independent
85. What is a tour single supplement?
 A. An extra amount collected when a tour is reserved for one person
 B. An additional charge for reserving an extra bed in a hotel room
 C. A tax charged for each component included in the tour
 D. A charge added to the tour price for an extra tour module



86. According to the Technical Assistance Research Program, which is true about a complaining customer?

- A. The customer will probably buy from the same supplier again
- B. The customer represents other customers who did not complain
- C. The customer does not share his experience with other consumers
- D. The customer is more costly to keep than to replace with a new one

87. What are the three elements of a telephone call greeting in correct sequence? Select from:

- 1. Offer to help or assist
- 2. Ask for the caller's name
- 3. Mention current travel deals
- 4. Transfer the call to an owner
- 5. Welcome salutation
- 6. Close the telephone call
- 7. State the company and your name
- 8. Ask why the caller has called

- A. 5-7-1
- B. 3-2-8
- C. 5-8-4
- D. 3-1-6

88. Dressing casually is generally interpreted by customers as poor _____.

- A. authority
- B. service
- C. confidence
- D. grooming

89. A travel agent may make a web-based reservation on the Internet to _____.

- A. waitlist seats on sold out flights
- B. find the lowest possible air fare
- C. access more flight schedules
- D. make reservations more quickly

90. Which social site is used for sharing video content?

- A. Google
- B. Twitter
- C. YouTube
- D. Facebook



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 arrival airport in the first flight segment?

```
RP/BRUVS2020/BRUVS2020      WR/GS      16NOV/1145Z      6302CC
 3 AA 99 Y 06DEC 6 BRUJFK HK2      1100 1310      *1A/E*
 4 AA 98 Y 18DEC 4 JFKBRU HK2      1920 0840+1    *1A/E*
```

- A. DACBRU
B. DACJFK
C. DNABRU
D. DNAJFK

92. Which is true concerning all flight services in this display?

```
AN12JUNSINJFK
** AMADEUS AVAILABILITY - AN ** JFK JOHN F KENNEDY.USNY      199 TU 12JUN 0000
 1 SQ 26 F4 P4 A4 C4 Z4 J4 D4 /SIN 3 JFK 1 2350      1045+1E1.744      22:55
   Y4 S4 B4 M4 H4 N4 Q4 W4 V4 K4 E4 T4 L4 G4
 2 SQ 346 F4 P4 A4 C4 Z4 J4 D4 /SIN 3 ZRH      0105      0745 E0.77W
   Y4 S4 B4 M4 H4 W4 Q4 N4 V4 E4 T4 L4 K4 G4
   LX 16 F4 A4 C4 D4 Z4 J4 Y4 /ZRH      JFK 4 0950      1235 E0/332      23:30
   B4 M4 H4 U4 G4 Q4 K4 V4 L4 W4 T4 K4
 3LH:SQ2008 F4 P4 A4 Z4 C4 J4 D4 /SIN 2 FRA 3 1105      0525+1E0.744
   Y4 S4 B4 M4 E4 H4 Q4 W4 V4 T4 L4 G4
   SQ 26 F4 P4 A4 C4 Z4 J4 D4 /FRA 1 JFK 4 0830+1      1045+1E0.744      23:40
   Y4 S4 B4 M4 H4 N4 Q4 W4 V4 E4 T4 L4 K4 G4
```

- A. They are scheduled to arrive at JFK the next day.
B. They offer direct services to JFK with no connection.
C. They arrive at the same terminal number at JFK.
D. They offer first, business and economy class service.

93. Which entry will receive (book) one seat in "Y" class on the connection departing at 23.00?

```
** 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 1105      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
   L4 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. SS1L2
B. SS2L1
C. SS1L1
D. SS2L2



94. Which entry shows the proper format to create a name element for Mr. Peter Hu, Mrs. Chichi Hu and their 7-year-old son Wilson?

- A. NM2HU/PETER MR/CHICHI MRS/WILSON MSTR(CHD)
B. NM2HU/PETER MR/CHICHI MRS/WILSON-MR(CHILD)
C. NM2HU/PETER MR/CHICHI MRS/WILSON MSTR
D. NM3HU/PETER MR/CHICHI MRS/WILSON MSTR(CHD)

95. Which entry will request a vegetarian meal for Mrs. Bergheim only, on both flights in the following PNR?

```
--- RLR ---
RP/BG01A2001/BG01A2001      EF/GS      20AUG/0215Z      BL4327
 1.BERGHEIM/GEORG MR      2.BERGHEIM/BRIT MRS
 3.BERGHEIM/MORTEN MSTR(CHD)      4.SANTIGO/CARL MR
 5 SK3514 Q 14OCT 5 BGOLHR HK4      1200 1300      *1A/
 6 SK3513 Q 26OCT 3 LHRBGO HK4      0825 1115      *1A/
 7 AP BGO 08244 3495-AMADEUS TRAVEL-A
 8 AP BGO 08248 3201-H
 9 TK TL22SEP/BG01A2001
```

- A. SRVGML
B. SRVGMLP2
C. SRP2VGML
D. SRVGMLP2

96. Which statement is true concerning the following PNR?

```
--- RLR ---
RP/BOM1A2001/BOM1A2001      MT/GS      07DEC/0549Z      TUT441
 1.KHAN/NEETU MS      2.SHARMA/AVANTIKA MS
 3 CX 682 H 06JAN 3 BOMHKG HK2      2 255A 1115A *1A/E*
 4 CX 685 H 22JAN 5 HKGBOM HK2      1 1005A 135P *1A/E*
 5 AP BOM 6696 1234-AMADEUS TRAVEL-A
 6 AP BOM 8933 8391-H/P1
 7 TK TL19DEC/BOM1A2001
 8 SSR NSST CX HK2 BOMHKG/28A,P1/28B,P2/S3
 9 SSR NSS1 CX HK2 HKGBOM/35E,P1/35F,P2/S4
```

- A. Ms. Sharma has been assigned seat 35E on the outbound flight and seat 35F on the inbound flight.
B. Ms. Sharma has been assigned seat 28B on the outbound flight and seat 35F on the inbound flight.
C. Ms. Khan has been assigned seat 28A on the outbound flight and seat 28B on the inbound flight.
D. Ms. Khan has been assigned seat 28B on the outbound flight and seat 35F on the inbound flight.

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-CAR ESTIMATED-CAR KM/M  CHRG $
1T AL+ALAMO      MCMN  +67.53*    232.99@*  UNL    .00 .
2T ZD+BUDGET     MCMN  +85.22@*    294.03@*  OK    0.85 .
3T ZI+AVIS      MFMN  +107.74@*    371.71@*  OK    1.06 .
4T ZL+NATIONAL  ECTN  +110.96@*    382.61@*  OK    1.09 .
5T ZR+HERTZ     EGMN  +130.26@*    449.59@*  OK    1.27 .
6T ZR+DOLLAR    EGMN  +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 EGMN   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/AAF

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
IN FARE BASIS OW EUR RT B PEN DATES/DAYS AF MT PER R
01 YLFX6M 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 1190.00 Y - - - - - M
05 C 595.00 1190.00 C - - - - - M
06 F 719.00 1438.00 F - - - - - M
    
```

PAGE 1 / 2

- 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/LHR1A2002/LHR1A2002 CH/SU 03NOV/1012% 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 0K05NOV/LHR1A2002//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

