



International Travel and Tourism Training Program

Foundation in Travel and Tourism Course Examination 5.11

T-001

December 2011

Please complete all fields

Client ID

First name

Surname

Exam city

Exam country

Instructor's name

Name of EBT/GDS System (check one only)

ABACUS

AMADEUS

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Student's postal address

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Date: YY/MM/DD

QUESTION BOOKLET

Conditions

Number of Questions	100
Time Allowed (hours)	3
Total Obtainable Marks	100
Student Passing Grade	60
Student Distinction Grade	85

F

P

D



Examination Session Rules

General Guidelines

- Complete the QUESTION BOOKLET cover page and ANSWER SHEET with your personal information. Your Client ID can be found on your examination invitation letter.
- Check that your exam paper is complete. The number of questions is indicated on the front page. A separate ANSWER SHEET is provided with this examination booklet.
- **Only your IATA course study materials are allowed in the examination room.** The IATA foldout map is not permitted. No other external or supplementary references are allowed. Atlases, note books, loose paper notes (other than course content pages), diaries and agendas are not permitted in the examination room. A non-programmable pocket calculator and a language dictionary are permitted.
- **Read each question carefully.**
- Normal **examination conditions** apply
 - No talking is permitted once the examination papers have been distributed;
 - No food and/or drink are allowed in the examination room;
 - Anyone suspected of cheating will have his/her examination papers cancelled.
 - NO examination paper may be taken out of the examination room
 - NO photocopy or scan of the examination may be made.
 - Once completed, the examination paper, including the Answer Sheet, must be handed to the Supervisor.
- **The time allowed for completing this examination paper is indicated on the cover page.** You will be advised half an hour and again fifteen minutes before the end of the examination. You may leave the room before, provided you have returned your paper to the Supervisor.

Important: How to work with this examination booklet

- You will work with the exam QUESTION BOOKLET and a separate ANSWER SHEET.
- **Answer all questions only on the ANSWER SHEET.**
- You must return the ANSWER SHEET and QUESTION BOOKLET to your exam supervisor.
- Only the ANSWER SHEET will be returned to IATA for marking.
- The Question booklet will be destroyed.

Multiple Choice Type Questions

- **All answers must be marked on the Answer Sheet** and not in the question booklet. Failure to mark answers on the answer sheet will result in a FAIL grade. Please find the answer sheet now. Blacken the appropriate circle for each answer option you choose.
- All questions carry equal marks.
- You must use a lead pencil. If you must change a multiple choice answer, blacken the new circle with your pencil and completely erase the incorrect answer.
- Mark only **one response per question.** Any question with more than one answer will be ignored by the markers. No points will be given for a question with more than one marked response.
- When an exam question presents less than four answer options; ignore any extra blank choices on the ANSWER SHEET. For example, if the question offers only A and B as answer options, fill in A or B on the ANSWER SHEET and ignore C, D, E and F.

IATA Basic Fare Construction Formula

FCP	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.
LCF	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 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 special fare for this journey. Quote only one pricing unit 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.

Journey

1.	KQ	512	Y	12OCT	NBODKR	HS1	0900	1540	<input type="radio"/>	WE
2.	IB	3723	Y	15OCT	DKRMAD	HS1	2220	#0440	<input type="radio"/>	SA
3.	IB	3166	Y	20OCT	MADLHR	HS1	1630	1750	<input type="radio"/>	TH 1
4.	IB	4239	Y	20OCT	LHRJFK	HS1	1900	2155	<input type="radio"/>	TH 1
5.	AA	120	Y	30OCT	JFKCDG	HS1	2110	#0930	<input type="radio"/>	SU
6.	KQ	113	Y	11NOV	CDGNBO	HS1	1100	2130	<input type="radio"/>	SA

TPMs

NBO-DKR	3879	EH
DKR-MAD	1966	EH
MAD-LON	785	EH
LON-NYC	3458	AT
NYC-PAR	3634	AT
PAR-NBO	4032	EH

Fare type

Adult Special/Promotional Economy Class Fare



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

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

Fare Construction formula for RT/CT journeys.
This table is for your notes 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. Which special fare types are published and can be used to price this journey?
 - A. APEX, EXCURSION and PEX
 - B. EXCURSION and PEX
 - C. APEX and PEX
 - D. EXCURSION and APEX
2. Travel in this journey is via which global indicator code?
 - A. AT
 - B. EH
 - C. FE
 - D. SA
3. What is the applicable fare for the outbound fare component?
 - A. NUC 1121.50
 - B. NUC 1233.65
 - C. NUC 1690.00
 - D. NUC 1859.00
4. What is the minimum fare for this journey?
 - A. NUC 2243.00
 - B. NUC 2811.50
 - C. NUC 3380.00
 - D. NUC 3914.00
5. The lowest applicable special fare type for this journey _____
 - A. allows an open jaw between NYC and MEX
 - B. does not apply to departures from all countries in Africa
 - C. only applies to journeys originating in Africa
6. What is the minimum stay for the lowest applicable special fare for this journey?
 - A. 7 days
 - B. 10 days
 - C. 13 days
 - D. 3 months
7. Compared to the lowest fare applicable to this journey, would the fare change if DKR is a connection?
 - A. Yes, a connection in DKR would increase the LCF
 - B. Yes, a connection in DKR would reduce the LCF
 - C. No, a connection in DKR would not change the LCF
8. What is the maximum stay permitted for the lowest applicable special fare?
 - A. 2 months
 - B. 3 months
 - C. 4 months
 - D. 6 months
9. What is the CDG Passenger Service Charge tax for this journey?
 - A. EUR 2.29 QW
 - B. EUR 10.24 QX
 - C. EUR 12.70 QX
 - D. This tax does not apply for this journey
10. The lowest applicable special fare does not restrict _____
 - A. stopovers
 - B. transfers
 - C. reservation changes
 - D. minimum stay



An adult passenger is travelling on the following reservation and purchased his ticket in INR. Quote the lowest applicable normal fare for this journey with one pricing unit and 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.

Journey

1.	SQ	407	C	10AUG	DELSIN	HS1	2325	#0755	O	WE
2.	SQ	956	C	11AUG	SINCGK	HS1	0925	1010	O	TH
3.	TG	434	C	27AUG	CGKBKK	HS1	1235	1605	O	SA
4.	TG	317	C	27AUG	BKKBOM	HS1	1845	2155	O	SA
5.	AI	806	C	28AUG	BOMDEL	HS1	0700	0855	O	SU

TPMs

DEL-SIN	2584	EH
SIN-JKT	557	EH
JKT-BKK	1444	EH
BKK-BOM	1877	EH
BOM-DEL	708	EH

Fare type

Adult Normal Business (Intermediate) Class Fare



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

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

Fare Construction formula for RT/CT journeys.
This table is for your notes 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. This is a journey between
- A. within South East Asia
 - B. between South East Asia and the South Asian Subcontinent
 - C. between South East Asia and the South West Pacific
 - D. within the South Asian Subcontinent
12. The journey has a total of how many stopover points?
- A. 0
 - B. 1
 - C. 2
 - D. 3
13. Identify the journey type.
- A. Circle trip
 - B. Open jaw
 - C. Round-the-world
 - D. Round trip
14. Which point produces the highest MPM from origin?
- A. BOM
 - B. BKK
 - C. JKT
 - D. SIN
15. How many transfer points are there for the inbound fare component?
- A. 0
 - B. 1
 - C. 2
 - D. 3
16. What is the total applicable fare for this routing in local currency without TFCs?
- A. INR 77135
 - B. INR 80995
 - C. INR 90745
 - D. INR 104350
17. Which applies to the fare for the journey?
- A. A CTM plus up
 - B. An EMA
 - C. An EMS
 - D. A HIP
18. Which of Thailand's TFCs applies to this journey?
- A. THB100TS
 - B. THB500TA
 - C. THB700TS
 - D. There is no tax to collect for Thailand
19. The INR225WO tax is _____ tax.
- A. a departure
 - B. an arrival
 - C. a customs
 - D. a sales

20. If this journey ends in BOM as displayed in the booking below, what would the journey type be?

1.	SQ407C	10AUG	DELSIN	HS1	2325	#0755	O	WE
2.	SQ956C	11AUG	SINCGK	HS1	0925	1010	O	TH
3.	TG434C	27AUG	CGKBKK	HS1	1235	1605	O	SA
4.	TG317C	27AUG	BKKBOM	HS1	1845	2155	O	SA

- A. Circle trip
- B. Open jaw
- C. Round-the-world
- D. Round trip



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.

ELECTRONIC TICKET RECORD

INV:439861 CUST: PNR:IKVPEY
TKT:1251086562000 ISSUED:03OCT PCC:Y2VS IATA:987654321
NAME:WONG/SARAH MS FF:
NAME REF:

FOP:*VI401934552234123412/14

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	BA	178	S	07NOV	JFKLHR	845A	OK	S2	OPEN
2	AF	1281	S	26NOV	LHRCDG	1250P	OK	SOW	OPEN
3	AF	6	Y	10DEC	CDGJFK	115P	OK	Y	OPEN

FARE USD1879.35 TAX 30.80 US TAX 14.73 GB TAX 22.10 XT
TOTAL USD1946.98

NYC BA LON 647.55S2 AF PAR 259.80SOW AF NYC 972.00Y
NUC1879.35END ROE1.000000 XT 7.00XY 5.00YC 4.50XF
3.10XA 2.50AY XFJFK4.5

21. How many electronic coupons does this ticket show?
 - A. 0
 - B. 1
 - C. 2
 - D. 3

22. Which is true?
 - A. The ticket is fully unused as the passenger has not begun travel
 - B. The ticket is fully used as the passenger has completed all travel
 - C. The ticket is partially used as the passenger is between the ticket origin and destination

23. What is the total air fare including TFCs?
 - A. USD 1879.35
 - B. USD 1905.95
 - C. USD 1924.88
 - D. USD 1946.98

24. The ticket is valid until _____
 - A. 10DEC of this year
 - B. 03OCT the next year
 - C. 07NOV the next year
 - D. 10DEC of the next year

25. What type of journey is ticketed?
 - A. Circle trip
 - B. One way
 - C. Open jaw
 - D. Round trip



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

MAN BA AMS KL X/E/YTO AC YVR M2057.63/-SEA DL X/NYC BA MAN M1918.93NUC3976.56END

26. Identify the journey type.
- A. Circle trip
 - B. One way
 - C. Open jaw
 - D. Round trip
27. This journey has _____ fare components.
- A. 1
 - B. 2
 - C. 3
 - D. 4
28. Which is true?
- A. A mileage surcharge applies to one fare component
 - B. YTO is the destination FCP
 - C. The LCF will be quoted in EUR currency
 - D. An EMA applies to one fare component
29. What is the applicable global indicator code for each fare component?
- A. AP
 - B. AT
 - C. EH
 - D. SA
30. Which is the predominant carrier for this journey?
- A. AC
 - B. BA
 - C. DL
 - D. KL
31. Local currency fares are fares quoted in the national currency of the _____
- A. country of commencement of international travel
 - B. country of ticket payment
 - C. country of ticket issuance
 - D. country of the first international flown carrier



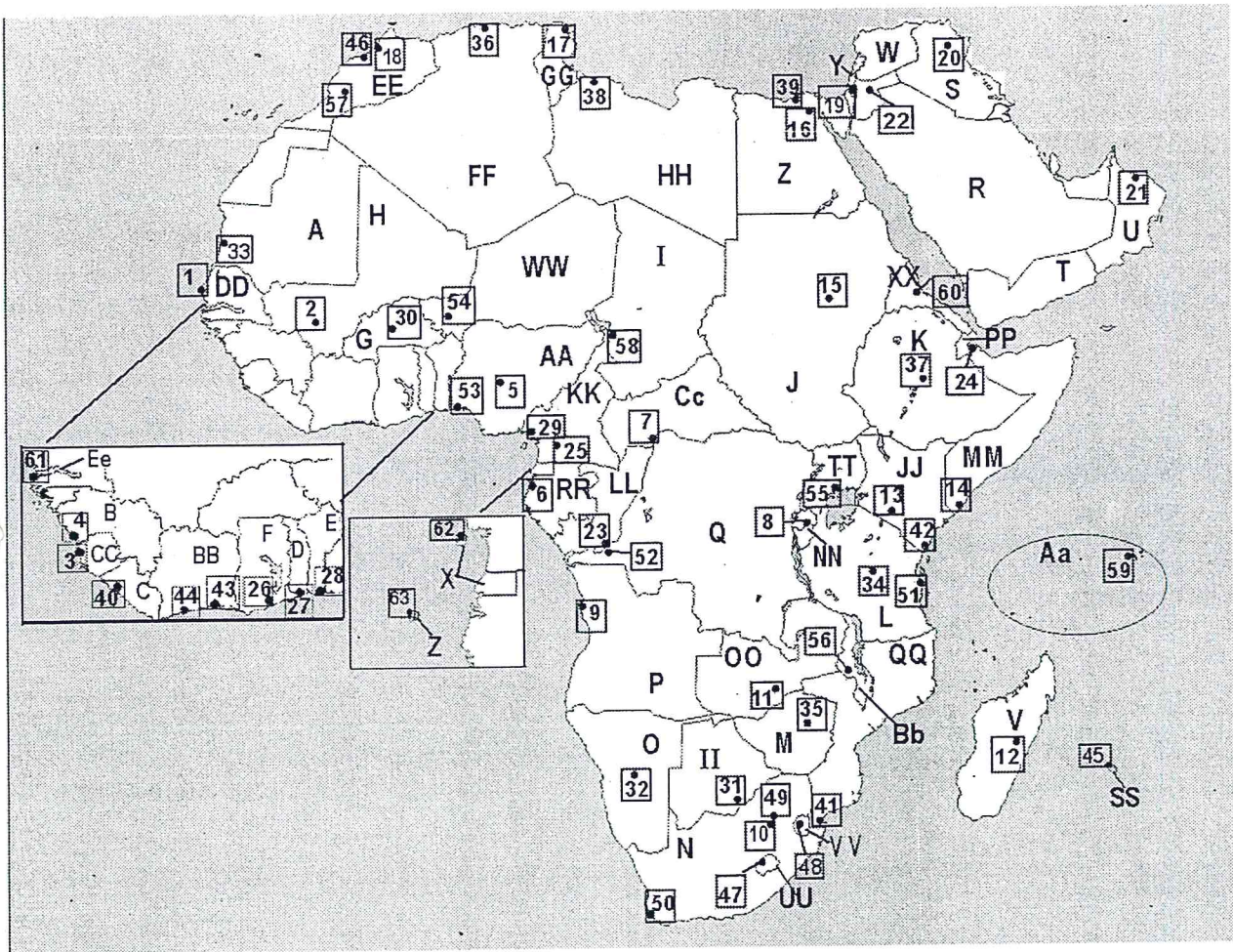
-
32. A through fare is defined as a fare between two FCPs when _____.
- A. packaged with hotel accommodations
 - B. the journey qualifies as a specified routing
 - C. travel is on non-stop flights between both points
 - D. travel is via an intermediate point between the points
33. The Billing and Settlement Plan is a system used by agencies to _____.
- A. collect customer payment for air fares
 - B. report their ticket sales directly to each airline
 - C. sell products of IATA member airlines only
 - D. remit payment for sales on participating airlines
34. Which is another term for Fare Construction Point?
- A. Destination
 - B. Intermediate Point
 - C. Pricing Unit
 - D. Sector
35. When a ticket is sold outside the country where the journey begins (**outside** the COC), which rate is used to convert the total fare to the currency of the country of payment?
- A. BSR
 - B. BBR
 - C. IROE
 - D. The lowest of the above mentioned rates

GENERAL KNOWLEDGE

36. Which is true about the tourism industry?
- A. Tourism employs fewer people than all other industries worldwide
 - B. Tourism jobs are often created in underdeveloped regions
 - C. Tourism is an import industry which attracts visitors and no revenue
 - D. Tourism taxes are revenues kept by travel suppliers and companies
37. Which does the UNWTO report as the region receiving the highest international tourist arrivals?
- A. Africa
 - B. The Americas
 - C. Europe
 - D. Middle East
38. What does destination accessibility mean?
- A. Where to stay and sleep while visiting
 - B. A choice of things to do and see
 - C. Transportation to and from the destination
 - D. Available food and safe drinking water
39. Why do travellers prefer to buy from a travel agency instead of buying on the Internet?
- A. A travel agency offers more product options than the Internet
 - B. A travel agency saves their customers lengthy research time
 - C. A travel agency sells the same products and services for less
 - D. A travel agency never charges for their services and advice
40. What is Sustainable Travel International's mission?
- A. To promote volunteer work in underdeveloped regions
 - B. To promote conservation of environments and cultures
 - C. To promote meeting and convention business
 - D. To promote the development of new destinations
41. What does "climate" mean?
- A. The average temperature
 - B. The weather conditions
 - C. Today's temperature
 - D. The direction of winds

42. The Ural Mountains can be found in which country?
- A. Turkey
 - B. Russia
 - C. China
 - D. Australia
43. Which city is New Zealand's capital?
- A. Christchurch
 - B. Canberra
 - C. Auckland
 - D. Wellington
44. How do you calculate the total (elapsed) travel time for a journey crossing the International Date Line?
- A. Convert the local departure and arrival times to GMT time 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
45. Which country does not use the Euro as its national currency?
- A. Germany
 - B. Ireland
 - C. Portugal
 - D. United Kingdom

Refer to the following map to answer questions 46 to 50



46. Which number is the city of NBO?

- A. 13
- B. 14
- C. 34
- D. 37

49. Number 4 is which city?

- A. ALG
- B. CKY
- C. - HRE
- D. JNB

47. Which number is city of DKR?

- A. 1
- B. 2
- C. 57
- D. 61

50. Which country is letter O?

- A. Angola
- B. Botswana
- C. Gabon
- D. Namibia

48. Which country is letter V?

- A. Madagascar
- B. Mauritius
- C. Morocco
- D. Mozambique

51. Consider a Kenyan national travelling on the following reservation and a visa is required to enter or transit at each point in Europe.

1.	KQ	512	Y	12OCT	NBODKR	HS1	0900	1540	O		WE
2.	IB	3723	Y	15OCT	DKRMAD	HS1	2220	#0440	O		SA
3.	IB	3166	Y	20OCT	MADLHR	HS1	1630	1750	O		TH 1
4.	IB	4239	Y	20OCT	LHRJFK	HS1	1900	2155	O		TH 1
5.	AA	120	Y	30OCT	JFKCDG	HS1	2110	#0930	O		SU
6.	KQ	113	Y	11NOV	CDGNBO	HS1	1100	2130	O		SA

Would a Schengen visa allow the passenger to travel freely between all European airports in this journey?

- A. Yes, a Schengen visa would be valid for travel to all journey points in Europe
- B. No, a Schengen visa would not be valid for travel to or via MAD
- C. No, a Schengen visa would not be valid for travel to or via LHR
- D. No, a Schengen visa would not be valid for travel to or via CDG

52. A traveller with the following reservations will tour Indonesia and visit major cities and attractions. According to the TIM extract with information on health requirements for Indonesia, which is true for this traveller?

1.	SQ	407	C	10AUG	DELSIN	HS1	2325	#0755	O		WE
2.	SQ	956	C	11AUG	SINCGK	HS1	0925	1010	O		TH
3.	TG	434	C	27AUG	CGKBKK	HS1	1235	1605	O		SA
4.	TG	317	C	27AUG	BKKBOM	HS1	1845	2155	O		SA
5.	AI	806	C	28AUG	BOMDEL	HS1	0700	0855	O		SU

INDONESIA

The following Health and Vaccinations precautions are recommended:

Malaria prophylaxis. Malaria risk exists throughout the year in the whole country except in Jakarta Municipality, big cities and the main tourist resorts of Java and Bali. *P. falciparum* resistant to chloroquine and resistant to sulfadoxine/pyrimethamine reported. *P. vivax* resistant to chloroquine reported. Recommended prevention in risk areas: IV.

- A. The traveller is required to take precautions against Malaria
- B. The traveller does not need to take precautions against Malaria
- C. The traveller should take precautions against Malaria

53. A traveller's _____ determines whether a visa is needed to enter a country.

- A. age
- B. occupation
- C. citizenship
- D. health

54. Certificates are issued for vaccinations against _____.
- A. diphtheria
 - B. cholera
 - C. typhoid
 - D. malaria
55. Which form of payment do banks and stores generally accept if the customer shows a proper identification document?
- A. Cash
 - B. Credit cards
 - C. Traveller's cheques
 - D. Bank drafts
56. Which country information is provided in the customs section of the Travel Information Manual (TIM), Timatic or Timaticweb?
- A. Airline security fees
 - B. Public holidays
 - C. Baggage clearance
 - D. Currency import and export



Refer to the following information to answer questions 57 and 58

Spain (ES)

- 1. Passport:** Passport required.
Document Validity:
 Passport and/or passport replacing documents must be valid for the period of intended stay.
- Expired passports (no limit) issued to nationals of Spain are accepted.
 - Passport replacing documents issued to nationals of Spain must be valid on arrival.
 - Expired passports (max. 5 years) issued to nationals of Austria, Belgium, France, Liechtenstein, Luxembourg, Monaco, Netherlands, Portugal or Switzerland are accepted.
 - Expired passports (max. 1 year) issued to nationals of Germany are accepted.
 - Expired passports (max. 1 year) issued to British subjects are accepted, provided holding passport endorsed "British Citizen".
 - Nationals of Bulgaria, Cyprus, Czech Rep., Denmark, Estonia, Finland, Greece, Hungary, Iceland, Ireland (Rep. of), Italy, Latvia, Lithuania, Malta, Norway, Poland, Romania, Slovak Rep., Slovenia and Sweden can enter holding passports valid upon arrival.
 - Those residing in Spain may enter with travel documents valid on arrival.

Admission and Transit Restrictions:

- Foreign minors: Passport required, unless country of origin allows minor to be included in the passport of parent(s) or legal guardian(s), and documents required at departure by country of residence (if required by that country).

2. Visa: Visa required

- Visa Exemptions:**
- Nationals of Spain.
 - Nationals of Austria, Belgium, Bulgaria, Cyprus, Czech Rep., Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Rep., Slovenia, Sweden, Switzerland.
 - A max. stay of 3 months in a 6 month period, for nationals of Andorra, Antigua and Barbuda, Argentina, Australia, Bahamas, Barbados, Brazil, Brunei, Canada, Chile, Costa Rica, Croatia, El Salvador, Guatemala, Honduras, Israel, Japan, Korea (Rep.), Malaysia, Mauritius, Mexico, Monaco, New Zealand, Nicaragua, Panama, Paraguay, San Marino, Seychelles, Singapore, St. Kitts-Nevis, Uruguay, USA, Vatican City and Venezuela.

TWOV (Transit Without Visa):

- Holders of onward tickets for a max. transit time of 24 hours.
- Nationals of Afghanistan, Angola, Bangladesh, Congo (Kinshasa), Cote d'Ivoire, Cuba, Djibouti, Eritrea, Ethiopia, Ghana, Guinea, Guinea-Bissau, India, Iran, Iraq, Liberia, Mali, Nigeria, Pakistan, Sierra Leone, Somalia, Sri Lanka and Togo, holding onward tickets for a max transit time of 24 hours.
 - holders of diplomatic passports;
 - holders of a valid visa issued by Bulgaria, Canada, Cyprus, Ireland (Rep. of), Japan, Liechtenstein, Romania, USA or United Kingdom, traveling to any non-Schengen Member State; or returning from Bulgaria, Canada, Cyprus, Ireland (Rep. of), Japan, Romania, USA or United Kingdom after having used the visa;
 - holders of a Residence Permit issued by Andorra, Bulgaria, Canada,

Cyprus, Ireland (Rep. of), Japan, Romania, San Marino, United Kingdom or USA.

Additional Information:

1. Visitors travelling as tourist are required to hold proof of sufficient funds to cover their stay (EUR 62.40, per day of stay with a minimum of EUR 561.60, or equivalent in other freely convertible currency), an invitation letter ("Carta de Invitacion") or a confirmation of hotel accommodation and documents required for their next destination.

3. Health:

No vaccinations are required to enter Spain from any country.

4. Airport Tax:

No airport tax is levied on passengers upon embarkation at the airport.



A citizen of Kenya has made the following reservation.

1.	KQ	512	Y	12OCT	NBODKR	HS1	0900	1540	O		WE
2.	IB	3723	Y	15OCT	DKRMAD	HS1	2220	#0440	O		SA
3.	IB	3166	Y	20OCT	MADLHR	HS1	1630	1750	O		TH 1
4.	IB	4239	Y	20OCT	LHRJFK	HS1	1900	2155	O		TH 1
5.	AA	120	Y	30OCT	JFKCDG	HS1	2110	#0930	O		SU
6.	KQ	113	Y	11NOV	CDGNBO	HS1	1100	2130	O		SA

57. This visitor's passport must be valid until _____ for entry to Spain.
- 12OCT of this year
 - 20OCT of this year
 - 30OCT of this year
 - 11NOV of this year
58. Which is true?
- This visitor does not require a visa to enter Spain
 - This visitor requires a visa to enter Spain
59. Which code represents the shortest time interval necessary for connecting between flights at an airport?
- CTC
 - ETA
 - ITC
 - MCT
60. Ancillary services are _____ pre-flight or in-flight products and services.
- airfare inclusive
 - free
 - pre-paid
 - mandatory
61. Which statement is true?
- Checked baggage is baggage that is transported in the aircraft cabin
 - A passenger's hand-carry baggage can be stored under the aircraft seat
 - All carriers apply a standard allowance for the transportation of baggage
 - A charge applies for overweight baggage but not for extra checked bags
62. Which term refers to a passenger aircraft seating plan or map?
- Class of service
 - Code share
 - Configuration
 - Convention
63. Which is a modern agreement that imposes airline liability for loss of life, baggage or cargo goods?
- The Geneva Convention
 - The Chicago Convention
 - The Montreal Convention
 - The Bilateral Convention

Refer to this Delhi International Airport website display to answer questions 64 and 65

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)		\$ 234 select 2 bookings
+ details				
SIN 09:15	DEL 12:45	0 (6:00)		\$ 328 select airindia.in
+ details				
SIN 09:15	DEL 16:10	1 (9:25)		\$ 354 select sky-tours.com
+ details				
SIN 06:35	DEL 21:20	1 (17:15)		\$ 355 select 2 bookings
+ details				
SIN 07:45	DEL 21:20	1 (16:05)		\$ 355 select 2 bookings
+ details				
SIN 09:10	DEL 21:20	1 (14:40)		\$ 355 select 2 bookings
+ details				

64. According to this webpage display, AI operates a _____ flight from SIN to DEL.
- code share
 - connecting
 - direct
 - non-stop
65. According to this webpage display, which is true for travel from SIN to DEL?
- All DEL arrivals are on August 10
 - Airfares for D7 (Air Asia) and MH (Malaysia Airlines) connecting services are the same
 - The 9W (Jet Airways) service is non-stop
 - The earliest arrival time in DEL is offered by D7 (Air Asia) and MH (Malaysia Airlines)

Refer to the Thomas Cook Rail Table 5080 to answer questions 66 and 67

A traveller with the following reservation lives in Guwahati. He will continue his journey home by train service immediately after arriving on AI 806.


1.	SQ	407	C	10AUG	DELSIN	HS1	2325	#0755	O	WE
2.	SQ	956	C	11AUG	SINCGK	HS1	0925	1010	O	TH
3.	TG	434	C	27AUG	CGKBKK	HS1	1235	1605	O	SA
4.	TG	317	C	27AUG	BKKBOM	HS1	1845	2155	O	SA
5.	AI	806	C	28AUG	BOMDEL	HS1	0700	0855	O	SU

5080		DELHI - GUWAHATI										Indian Railways						
km		Exp	Exp	RDi	RDi	RDi	Exp					RDi	RDi	Exp	RDi	Exp	Exp	
		1250	615610	12436	12236	12424	12502					12435	12235	12501	12423	12505	15609	
				②	②	①-③	①②③					②③	③	②③④	③-④			
						G											K	
0	New Delhi.....d.	0650a	0750j	0930	0930	1400	2345	Guwahati.....d.	0555	0555	0600	0705	0945	2130
427	Kanpur Central.....d.	1300				1839	0620	New Bongaigaon.....d.	0813	0813	0858	0920	1245	0045
621	Allahabad.....d.	1552				2042	0900	New Jalpaiguri.....d.	1205	1205	1330	1305	1715	0610
774	Mughal Sarai.....d.	1830				2300		Katihar.....d.	1525	1525	1705	1625	2115	1045
988	Patna.....d.	2220				0210		Muzaffarpur.....d.			1937			1640
1100	Moradabad.....d.		1130	1220	1220			Lucknow.....d.	0610	0610				0535
1250	Bareilly.....d.		1305	1345	1345			Bareilly.....d.	0917	0917				0940
1493	Lucknow.....d.		1810	1735	1735			Moradabad.....d.	1100	1100				1200
1094	Muzaffarpur.....d.		0640	0505				Patna.....d.				2150	0240	
1275	Katihar.....d.	0455	1345	0845	0845	0750	2050	Mughal Sarai.....d.				0110	0725	
1458	New Jalpaiguri.....d.	0840	1815	1205	1205	1105	0020	Allahabad.....d.			0420	0255	0940	
1710	New Bongaigaon.....d.	1350	2325	1602	1602	1502	0452	Kanpur Central.....d.			0650	0508	1250	
1867	Guwahati.....a.	1640	0400	1900	1900	1720	0815	New Delhi.....a.	1345	1345	1300	1010	1915a	1550j

G - Runs as 22424 on ②
K - Runs as 22423 on ③

a - Dohi Anand Vihar Terminal.

j - Dohi Junction.

66. Which train from DEL to GAU (Guwahati) offers the best departure time for this passenger's arrival?
- 12236
 - 12436
 - 12502
 - 12505
67. What is the distance between DEL and GAU (Guwahati)?
- 427
 - 1710
 - 1867
 - 11130
68.  is a symbol in rail timetables meaning _____.
- sleeping berths are available on board
 - only first class service is offered on board
 - beverages are sold or served on board
 - the train offers a restaurant car for eating
69. Identify a good reason for a business traveller to travel by train instead of by air.
- There is a train station in every small and large city worldwide
 - Travel by train usually costs more than travel by air
 - There are more facilities to work on board trains
 - Travel by train is always faster than travel by air

70. Which is true about planning complex rail journeys within a country requiring changes of trains?
- A. Travel by rail is not possible if a rail table does not list both the journey origin and end stations
 - B. Refer to the rail index to find a table common to the journey origin and destination
 - C. A passenger should never change trains more than once between origin and final destination
 - D. Using rail maps is the best way to find the rail tables for connecting trains
71. Every train generally offers _____ of service.
- A. one class
 - B. two classes
 - C. three classes
 - D. eight classes
72. Which travel distributor reserves a car rental for a traveller as part of an inclusive package deal?
- A. A car rental company
 - B. A travel agent
 - C. An airline
 - D. A tour operator
73. What does third-party liability mean for the car rental industry?
- A. Death caused to the renter or passenger in the rented vehicle
 - B. Damage to the rented vehicle caused by vandalism or theft
 - C. Death caused by the rental vehicle and driver to a street pedestrian
 - D. Damage caused by the renter and rental vehicle to another person or vehicle
74. Which reference publication inspects hotel properties and reports on hotel trends?
- A. Hotel and Travel Index
 - B. OAG Travel Guide
 - C. World Travel Guide
 - D. Star Report
75. Ms. Smythe is on a business trip and must make some important long-distance telephone calls. Which approach will reduce expenses for telephone calls?
- A. Use the telephone in her hotel guest room
 - B. Purchase and use a prepaid telephone card
 - C. Place calls through the local telephone operator
 - D. Use the telephone information line in the hotel lobby
76. For hotels, a _____ booking means reserving a minimum of ten rooms at a negotiated discount rate for guests checking-in and out on the same dates.
- A. consortium
 - B. corporate
 - C. familiarization
 - D. group
77. Which factor generally affects the published hotel room rate?
- A. Complimentary guest room amenities
 - B. Offer of a frequent stay guest program
 - C. The hotel's location and nearness to attractions
 - D. Access to free airport shuttle bus transportation

78. Mr. and Mrs. Jones are experienced mega cruise ship customers. For their next cruise vacation they want to have a more intimate experience and actively participate in the sailing of the ship. Which type of cruise ship would best meet their needs?
- A. Mega ship
 - B. Windjammer ship
 - C. Large ship
 - D. Super mega ship
79. Which port city belongs in the itinerary of a West Mediterranean cruise?
- A. SEZ
 - B. SIN
 - C. BCN
 - D. STO
80. Cruise sales can be profitable for travel professionals because _____.
- A. the demand for air transportation has declined due to fare increases
 - B. a high percentage of cruise passengers buy cruise products again
 - C. cruise customers are wealthy and can afford the cruise prices
 - D. cruise line companies pay the highest standard agency commissions
81. Which statement is generally true about cruises?
- A. Cruise passengers transfer from one ship to another at each port
 - B. Cruise brochures advertise regular and promotional pricing
 - C. Cruise products are priced according to peak and low seasons
 - D. On board entertainment activities are not included in the cruise price
82. Which would not cause a tour operator to cancel the tour before departure?
- A. Severe or extreme local weather conditions
 - B. Political instability or war at the tour destination
 - C. The tour group is too small to be profitable
 - D. Illness of tour participants who cannot travel
83. What may cause an operator to charge more than the published brochure rate on a tour sale?
- A. The purchase of the air component on airline points
 - B. A change in the tour departure date or return date
 - C. Substituting a three-star hotel with a five-star hotel
 - D. A significant decline in the currency exchange rate
84. What does the charge for tour reservation cancellation penalty depend on when initiated by the customer?
- A. The length or duration of the tour
 - B. The price paid for the tour
 - C. How close cancellation is to the booked tour departure
 - D. The reason for the customer's tour cancellation
85. Volume discounts are generally not available to tour organizers of _____ tours.
- A. custom-designed
 - B. escorted
 - C. hosted
 - D. independent

86. What is a tour single supplement?
- A. An extra charge collected when a tour is reserved for one person
 - B. An additional charge for reserving a single bed in a hotel room
 - C. A tax charged for a single hotel room reservation included in a tour
 - D. An extra charge to the tour price for the addition of an extra module
87. Which communication skill is more important for those working in sales and customer service?
- A. Listening
 - B. Reading
 - C. Speaking
 - D. Writing
88. A calling customer says, "I have tickets for myself and for my daughter to fly to London in the first week of September. We have never been to London before and I wondered what hotel you can recommend and what we can visit." Which response from the travel agent proves to the customer that the agent is actively listening to the customer?
- A. "Your daughter will love London. You need hotel reservations, but no flights. Correct?"
 - B. "Great, and I can help reserve your trip to London. Now which hotel in London do you prefer?"
 - C. "I'm sorry. I did not catch where you are traveling. Please repeat what you said and I'll write."
 - D. "It sounds like an exciting trip. When are you travelling and how many people are travelling?"
89. Which software program would you use to create a slide presentation?
- A. GDS
 - B. Microsoft Access
 - C. PowerPoint
 - D. Microsoft Excel
90. What is a back office system?
- A. An internet-based reservation system
 - B. A software application for accounting functions
 - C. A telecommunications system
 - D. A marketing and sales promotion system



Electronic Booking Tools: Basic GDS Entries

ENTRY	Abacus	Amadeus	Galileo	Sabre
Encode Decode	W/-CCPERTH W/*AC	DANPARIS DNARG	.CEROME .ADAI	W/-CCPERTH W/*AC
Display a PNR/BF	*-NAME	RT/NAME	*-NAME	*-NAME
Display flight availability	120APRLONPAR2P	AN1JULMADMI12P	A20MARLHRCDG	120APRLONPAR2P
Book seats from availability	01Y1	SS1C2	02Y1	01Y1
Add a name field	-HART/TROY MR	NM1FLORE/JUANMR	N.1LEE/JAMESMR	-HART/TROY MR
Add a phone/contact field	9202-957-1800-B	APAMS 020 437 1882-H	P.AMSH*020 9 49 32 48	9202-957-1800-B
Add a ticket deadline	7TAW10FEB/	TKTL15MAY	T.TAU/10FEB	7TAW10FEB/
Add a received field	6MRSBENOIT	RFMSSTEIN	R.ADDISON/PAULMR	6MRSBENOIT
Add a remark field	5BOOK HOTEL	RM BOOK HOTEL	NP.BOOK HOTEL	5BOOK HOTEL
Add Other Service Information	3OSI LH SPEAKS POLISH ONLY-1.2	OSILH FIRST TIME FLYER/P2	SI.QF*VIP CHAN/SUEMS	3OSI LH SPEAKS POLISH ONLY-1.2
Add Special Service Request	3NSML1-1.1	SRDBML/P1.	SI.P1/VGML	3NSML1-1.1
Cancel an itinerary segment	X3	XE3	X3	X3
Divide a PNR	D1	SP1	DP1	D1
Assign a seat	4G1/16ABC	ST/12A-C	S.S1/15A-C	4G1/16ABC
Display a seat map	4G1*	SM3	SA*S2	4G1*
Display car rate	CF1/2	CAS2	/1+CAL	CF1/2
Book a car from display	0C3	CS2	01A4	0C3
Display rules / terms from a car rate display	CQ*R3	CR2 or CT2	CAVA2	CQ*R3
Display a car policy	CP*ZECORP	CPOZILHR	CADZL	CP*ZECORP
Display a hotel rate/availability	HRD*1	HAS3	HOC6/-15FEB	HRD*1
Book/sell a hotel	0H1Y3	HS2	01INSIDE5 01B1QRAC	0H1Y3
Display airfares	FQYVRYYZ17JAN-AC	FQDYZZLHR/ABA	FD12MAYSYDLHR/QF	FQYVRYYZ17JAN-AC
Display fare rule/notes	RD1	FQN1	FN*1	RD1
Price an itinerary	WPAYAQF	FXX	FQ	WP
Issue a ticket	WYTYETRYFCASHYKP4	TTP	TKP	WYPQ1
Access a queue	Q/19	QS2C1D1	Q/19	Q/19
Place a PNR on a queue	QP/13/18	QE8C20D1	QEB/74	QP/13/18
Segment change status	.3HK	3/HK	@3HK	.3HK
Time difference	TRETGIG/FRA	DDNCE/SCL	@LTSYD	TRETGIG/FRA
Timatic country travel document verification	N/A	TIRV/NAUS/S3	TI-DFT/GIG/VI/MI	N/A

ELECTRONIC BOOKING TOOLS

This exam booklet covers Module 1.13, Electronic Booking Tools. The Abacus questions are presented first, followed by Amadeus, Galileo and Sabre. Please answer only ONE set of questions, numbered 99 to 100, for the GDS system of your choice.

ELECTRONIC BOOKING TOOLS ABACUS

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 will display the name of the airline operating the flight from CPH to MAN?

```
1 SK 541C 30DEC 5 CPHMAN HK2 1625 1715 /ABSK*DT4H6M /E
2 BA4533C 01JAN 7 MANLHR HK2 1930 2030 /DCBA*J56FX9 /E
3 SK 504C 04JAN 3 LHRCPP HK2 1820 2110 /ABSK*DT4H6M /E
```

- A. W/*ALSK
- B. W/-CCSK
- C. W/*SK
- D. W/-SK

92. At which airport do the TK flights connect in this BOM to JFK availability display?

```
112JUNBOMJFK
12JUN TUE BOM/ZY5 JFK/EST-10
1AI 101 F4 A4 P4 C4 D4 J4*BOMJFK 2040 0545Y1 77W M 1 AT /E
      Z4 Y4 B4 M4 H4 K4 Q4 V4 W4 G4 L4 U4 T4 S4
2DL 71 J9 D9 S9 I9 Y9 B9 BOMJFK 0145 1305 CHG B 1 DCA /E
      M9 H9 Q9 K9 L9 U9 T9
3TK 721 C4 D4 J4 R4 Y4 B4*BOMIST 0525 0915 330 M 0 X17 DC /E
      M4 K4 H4 S4 E4 Q4 T4 L4 V4 P4 W4 G4 N4
4TK 1 F4 C4 D4 J4 R4 Y4* JFK 1050 1445 77W M 0 DC /E
      B4 M4 K4 H4 S4 E4 Q4 T4 L4 V4 P4 W4 G4 N4
5EK 5Q1 P4 A4 J4 C4 I4 O4*BOMDXB 0420 0600 77W M 0 AT /E
      Y4 E4 R4 W4 M4 B4 U4 K4 H4 Q4 L4 T4 V4 X4
6EK 201 P4 A4 J4 C4 I4 O4* JFK 0830 1350 388 M 0 AT /E
      Y4 E4 R4 W4 M4 B4 U4 K4 H4 Q4 L4 T4 V4 X4
```

* - FOR ADDITIONAL CLASSES ENTER 1*C

- A. BOM
- B. JFK
- C. IST
- D. DXB

93. Which required field is missing from this PNR?

1.1MAGNUS/GIBSON MR
 1 SK4021H 12JUL 7 OSLSVG SS1 1210 1300 /ABRQ /E
 PHONES
 1.OSL45 22 31 33-A
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 TICKET RECORD - NOT PRICED
 RECEIVED FROM - MR MAGNUS
 Y2VS.Y2VS*AAB 1145/27MAY

- A. Passenger phone contact
- B. Return flight
- C. Form of payment
- D. Ticketing arrangement

94. Which entry will add Mrs. Brett's British Airways (BA) frequent flyer number 1234567 to this PNR?

1.2BRETT/MALCOM MR/ANGIE MRS
 1 BA 11F 25DEC 7 LHR SIN HK2 1200 0805 26DEC 1 /DCBA*ZL015T /E
 2 BA 12F 05JAN 4 SINLHR HK2 2315 0555 06JAN 5 /DCBA*ZL015T /E
 TKT/TIME LIMIT
 1.TAW19DEC/
 PHONES
 1.LHR0171 838 2778-A
 2.LHR0171 388 8285-H
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 TICKET RECORD - NOT PRICED
 RECEIVED FROM - MRS
 OSL.OSL*APL 1043/24NOV KRTWPL

- A. FFBA1234567-1.1
- B. FF1234567-1.2
- C. FFBA1234567-1.2
- D. FF1234567-1.1

95. Which entry will delete the home telephone number from this PNR?

1.1SAKAKI/ISOROKU MR
 1 JL 731F 02NOV 3 NRTHKG HK1 1000 1330 /DCJL*998LL5 /E
 2 JL 2F 06NOV 7 HKNRT HK1 1445 1945 /DCJL*998LL5 /E
 TKT/TIME LIMIT
 1.TAW24SEP/
 PHONES
 1.NRT03 4095 8673-A
 2.NRT03 3090 4857-B
 3.NRT03 4813 7833-H
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 TICKET RECORD - NOT PRICED
 FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL
 RECEIVED FROM - MR
 Y2VS.Y2VS*ADY 0113/22SEP11 BBOMJO

- A. 72#
- B. 82#
- C. 93#
- D. 63#



96. Which entry will assign seats 42A, 42B and 42C from a seat map for flight segment 2 only?
 A. 4G2/42ABC
 B. 4GA/42A/B/C
 C. 4G1/42ABC
 D. 4GA/42ABC
97. Which entry will display a car quote for Avis (ZI) only, for the full duration of the passengers' stay in Singapore (SIN)?
 1 SQ 405D 12JUN 5 DELSIN SS2 0800 1605 /DCSQ /E
 2 SQ 408D 29JUN 1 SINDEL SS2 1850 2155 /DCSQ /E
 A. CQ1-2-ZI
 B. CQ1,2/ZI
 C. CQ1/2-ZI
 D. CQ1/2
98. Which fare can be used for a trip departing on a Monday and returning two days later on Wednesday?

FQAKLLAX17MAR
 AKL-LAX SHOP WED 17MAR NZD
 NZ 3/ 4/ 1 QF 1/ 1/ 0 UA 1/ 0/ 0
 SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
 INTL TAXES/FEES/US PFC - NOT INCL IN TOTAL
 ** AKLLAX.PA 17MAR MPM 7826

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

- A. The TLAP2M1 fare
 B. The YLAP fare
 C. The TAPOW fare
 D. The THAP2M1 fare
99. Which entry will display the lowest available fare for an itinerary, and rebook all segments in the corresponding class of service?
 A. WP
 B. WSNC
 C. WPNC
 D. WPNCB

100. Which statement is true concerning the following PNR?

1.2TAAVI/EIKKI DR/KYLLIKKI MRS

1 AY 147A 24OCT 1 HELSFO HK4 0945 1025 /DCAY*777654

2 AY 148A 14NOV 1 SFOHEL HK4 0015 0825 15NOV 2 /DCAY*777654

TKT/TIME LIMIT

1.T-25SEP-Y2VS*AAB

PHONES

1.HEL01 66360-A

2.HEL06 80987-H

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

TICKET RECORD - AUTOPRICED

FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL

REMARKS

1.-*VI4472235135221Y12/14

2.XXTAW25SEP/

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

END OF EXAM PAPER



ELECTRONIC BOOKING TOOLS AMADEUS

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

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

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

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

92. At which airport does the British Airways (BA) transfer flight in this display make its connection?

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

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

93. Which required element is missing from this PNR?

```
RP/OSL1A2003/
  1 GIBSEN/MAGNUS MR
  2 SK 45 B 18NOV 6 OSLSVG HK1          830P 920P 735 0
  3 AP OSL 85 33 34 33-AMADEUS TRAVEL-A
  4 AP OSL 85 55 23 82-H
  5 TK TL27OCT/OSL1A2003
```

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



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

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

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

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

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

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

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

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

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

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

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



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

FQDLHRMCO

TAX MAY APPLY

ROE 0.69519 UP TO 1.00 GBP

15DEC11**29DEC11/LONORL/NLX#AT/TPM 4336/MPM 5203

LN	FARE BASIS	OW	GBP	RT	PEN	DATES	DAYS	AP	MIN	MAX	AL	R
01	QIPO	294.00		488.00	NRF	B02JAN	F07JAN	+	SU	-	CO	R
02	QIPR			488.00	NRF	B02JAN	F07JAN	+	SU	-	CO	R
03	LIPNO	294.00		488.00	+	O07JAN	F20JAN	+	SU	-	DL	R
04	LIPO	294.00		488.00	+	B02JAN	O07JAN	+	-	-	VS	R

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

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

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

100. Which statement is true concerning the following PNR?

--- RLR TST ---

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

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

END OF EXAM PAPER

ELECTRONIC BOOKING TOOLS GALILEO

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 displays the name of the airline operating the flights in the following itinerary?

- | | | | | | | | | | | | |
|----|----|-----|---|-------|--------|-----|------|---|------|--|----|
| 1. | KE | 908 | Y | 28SEP | LHRICN | SS1 | 1930 | # | 1740 | | WE |
| 2. | KE | 907 | Y | 05OCT | ICNLHR | SS1 | 1250 | | 1720 | | WE |
- A. .CDKE
 B. .ALKE
 C. .ADKE
 D. .AEKE

92. At which airport do the Lufthansa Airlines (LH) to Lufthansa Airlines (LH) flights connect in this availability display?

```

TUE 12JUN    MILAN          /CHICAGO      12/0000 12/2359      G*GAL
1 MXP ORD 1215 1510 AA 95 FA CA YA WA BA HA ML VL KL QL#763B E
2 MXP1ORD 1225 1945 @DL6343 F7 C7 D7 Y7 B7 M7 K0 L0 H7 Q0 CHGC*E
3 MXP FRA 1015 1130 LH3519 C9 V9 B9 L9 K9 G9 M9 Q9 Z9 W9#737B*E
4   ORD 1335 1555 @LH6500 F9 C9 V9 B9 L9 K9 G9 M9 Q9 H9 777B*E
5 MXP FRA 1015 1130 LH3519 C9 V9 B9 L9 K9 G9 M9 Q9 Z9 W9#737B*E
6   ORD 1335 1555 UA 941 F9 C9 Y9 B9 M9 H9 Q9 V9      777C*E
7 MXP AMS 0650 0840 KL 340 C7 S7 M7 B7 H7 Q7 L7 V7      737C*E
8   ORD 1120 1300 KL 611 C7 S7 M7 B7 H7 Q7 V7      74MC*E
    
```

A*

- A. MXP
 B. ORD
 C. FRA
 D. AMS

93. Which required (mandatory) field is missing from this BF?

```

1.1GIBSEN/MAGNUMSR-
1. SK 4007 Y 12JAN OSLSVG HS1 710A 805A O E TH
** EMAIL ADDRESS EXISTS ** >*EM<
FONE-OSLA*85 55 21 34
RCVD-MAGNUS
    
```

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

94. Which entry will add Ms. Blanc's Alitalia (AZ) mileage membership number 1234567 to a BF with the following name field?

1.1CROSO/FLORIAMS 2.1BLANC/ANAISMS 3.1POPOV/MONIQUEMS

- A. M.P1AZ1234567
 B. M.AZ1234567
 C. M.P2/AZ1234567
 D. M.P2/1234567



95. Which entry will delete the third note pad item in this BF?

XN9R2C/KF LHROU Y2VSKF AG 77654334 21SEP
 1.3SADANA/RAHAMRS/LIZAMS/RITUMS
 4.1RAJU/RAJENDRAMRS
 1. BA 139 M 12OCT LHRBOM HK4 1105A #1215A O* E WE
 2. BA 138 M 20OCT BOMLHR HK4 215A 730A O* E TH
 ** VENDOR LOCATOR DATA EXISTS ** >*VL<
 ** SERVICE INFORMATION EXISTS ** >*SI<
 FONE-LONT*0171 665 2314
 2. LONH*0181 767 0987-SADANA
 TKTG-TAU/FR29SEP
 NOTE-CHECK FOR LOWER FARE ON AI AB 21SEP 1746Z
 2. ADVISE LIZA OF LOUNGE ACCESS AT LHR AB 21SEP 1747Z
 3. ADVISE PSGRS THAT BA BAGGAGE ALLOWANCE IS 1 BAG AB 21SEP 1749Z

A. NP3@
 B. NP@
 C. NP.3@
 D. NP.@

96. Which entry will assign seats 20A and 20B to the passengers in this PNR for the return flight to Melbourne (MEL)?

C873GX/NA MELOU Y2VSNA AG 22530067 21SEP
 1.2ALCORN/PETERMR/KARENMR
 1. QF 5707 Y 30OCT MELHBA HK2 145P 255P O* E SU
 2. QF 1012 Y 01NOV HBAMEL HK2 450P 600P O* E TU

A. S.S2/20A.B
 B. S.S1/20A.B
 C. S.S2/20A/B
 D. S.S1/20A/20B

97. Which entry will display a car quote for Avis (ZI) only, for the full duration of the passengers' stay in PMO?

SZ3THL/XA FCOOU A0AXA AG 09642341 23OCT
 1.2SODERINI/DIMITRIMR/BELLAMRS
 3.2BELLOSA/FRANKOMR/MARIAMRS
 1. AZ 2932 Y 02DEC FCOLIN HK4 700A 805A O* E FR
 2. AZ 7919 Y 05DEC LINPMO HK4 640A 810A O* E MO
 3. AZ 1782 Y 12DEC PMOFCO HK4 1630 1740 O* E WE
 ** VENDOR LOCATOR DATA EXISTS ** >*VL<
 ** SERVICE INFORMATION EXISTS ** >*SI<
 FONE-FCOT*06 540 7411
 2. FCOH*06 555 0212-SODERINI
 TKTG-TAU/WE22NOV

A. /1+CAL/ZI
 B. /1+CAL
 C. /2+CAL/ZI
 D. /2+CAL

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

FRA-ATH FRI-03MAY YY
MPM 1347 EH
PUBLIC FARES

	CX	FARE	FARE	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
		EUR	BASIS							
1	OA	584.00R	MHAP6MDE	M	07+	SU/6M	23MAR -31OCT	R	EH	
2	DL	616.00R	YEE3M	M		SU/3M		M	EH	
3	LH	616.00R	HEE3M	H		SU/3M		M	EH	
4	LH	338.00	BOX	B				M	EH	
5	OA	706.00R	MHVFR6M	M	+	06/6M	23MAR -31OCT	R	EH	

- A. The MHAP6MDE fare
- B. The YEE3M fare
- C. The HEE3M fare
- D. The BOX fare

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

- A. FQ
- B. FQBB
- C. FXP
- D. FQBBK

100. Which statement is true concerning the following BF?

Q8282G/SL AMSOU T7CSL AG 88712342 24AUG
1. 1HAGEDOORN/FEMKEMR
1. KL 584 M 09OCT LOSAMS HK1 2225 #0610 O* E SA
2. KL 583 M 26OCT AMSLOS HK1 1150 1725 O* E SA
** FILED FARE DATA EXISTS ** >*FF<
** VENDOR LOCATOR DATA EXISTS ** >*VL<
** TINS REMARKS EXISTS ** >*HTI<
** ELECTRONIC DATA EXISTS ** >*HTE<
FONE-LOST*020 4512357
2. LOSH*020 5283721
FOP -CK
TKTG-T*LOS 25AUG1745Z AB AG

- A. A price is stored for this BF, but a ticket has not yet been issued
- B. A ticket was issued for this BF on 09 October
- C. A ticket was issued for this BF on 25 August
- D. No price is stored for this BF and a ticket has not been issued

END OF EXAM PAPER



ELECTRONIC BOOKING TOOLS SABRE

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 will display the name of the airline operating the flight from CPH to MAN?

- 1 SK 541C 30DEC 5 CPHMAN HK2 1625 1715 /ABSK*DT4H6M /E
- 2 BA4533C 01JAN 7 MANLHR HK2 1930 2030 /DCBA*J56FX9 /E
- 3 SK 504C 04JAN 3 LHRCPH HK2 1820 2110 /ABSK*DT4H6M /E

- A. W/*ALSK
- B. W/-CCSK
- C. W/*SK
- D. W/-SK

92. At which airport does the Turkish Airlines (TK) transfer flight in this display make its connection?

```

112JUNBOMJFK
12JUN TUE BOM/ZY5 JFK/EST-10
1AI 101 F4 A4 P4 C4 D4 J4*BOMJFK 2040 0545Y1 77W M 1 AT /E
      Z4 Y4 B4 M4 H4 K4 Q4 V4 W4 G4 L4 U4 T4 S4
2DL 71 J9 D9 S9 I9 Y9 B9 BOMJFK 0145 1305 CHG B 1 DCA /E
      M9 H9 Q9 K9 L9 U9 T9
3TK 721 C4 D4 J4 R4 Y4 B4*BOMIST 0525 0915 330 M 0 X17 DC /E
      M4 K4 H4 S4 E4 Q4 T4 L4 V4 P4 W4 G4 N4
4TK 1 F4 C4 D4 J4 R4 Y4* JFK 1050 1445 77W M 0 DC /E
      B4 M4 K4 H4 S4 E4 Q4 T4 L4 V4 P4 W4 G4 N4
5EK 501 P4 A4 J4 C4 I4 O4*BOMDXB 0420 0600 77W M 0 AT /E
      Y4 E4 R4 W4 M4 B4 U4 K4 H4 Q4 L4 T4 V4 X4
6EK 201 P4 A4 J4 C4 I4 O4* JFK 0830 1350 388 M 0 AT /E
      Y4 E4 R4 W4 M4 B4 U4 K4 H4 Q4 L4 T4 V4 X4
    
```

* - FOR ADDITIONAL CLASSES ENTER 1*C

- A. BOM
- B. JFK
- C. IST
- D. DXB

93. Which required field is missing from this PNR?

```

1.1MAGNUS/GIBSON MR
1 SK4021H 12JUL 7 OSLSVG SS1 1210 1300 /ABRQ /E
PHONES
1.OSL45 22 31 33-A
RECEIVED FROM - MR MAGNUS
Y2VS.Y2VS*AAB 1145/27MAY
    
```

- A. Phone contact
- B. Return flight
- C. Form of payment
- D. Ticketing arrangement

94. Which entry will add Mrs. Brett's British Airways (BA) frequent flyer number 1234567 to this PNR?

```

1.2BRETT/MALCOM MR/ANGIE MRS
1 BA 11F 25DEC 7 LHR SIN HK2 1200 0805 26DEC 1 SPM /DCBA*ZL015T /E
2 BA 12F 05JAN 4 SIN LHR HK2 2315 0555 06JAN 5 SPM /DCBA*ZL015T /E
TKT/TIME LIMIT
1.TAW19DEC/
PHONES
1.LHR0171 838 2778-A
2.LHR0171 388 8285-H
GENERAL FACTS
1.SSR VGML BA NN1 LHR SIN0011F25DEC
2.SSR VGML BA NN1 SIN LHR0012F05JAN
RECEIVED FROM - MRS
OSL.OSL*APL 1043/24NOV KRTWPL
    
```

- A. FFBA1234567-1.1
- B. FF1234567-1.2
- C. FFBA1234567-1.2
- D. FF1234567-1.1

95. Which entry will delete the home telephone number from this PNR?

```

1.1SAKAKI/ISOROKU MR
1 JL 731F 02NOV 3 NRTHKG HK1 1000 1330 /DCJL*998LL5 /E
2 JL 2F 06NOV 7 HKNRT HK1 1445 1945 /DCJL*998LL5 /E
TKT/TIME LIMIT
1.TAW24SEP/
PHONES
1.NRT03 4095 8673-A
2.NRT03 3090 4857-B
3.NRT03 4813 7833-H
FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL
RECEIVED FROM - MR
Y2VS.Y2VS*ADY 0113/22SEP11 BBOMJO
    
```

- A. 72□
- B. 82□
- C. 93□
- D. 63□

96. Which entry will assign seats 42A, 42B and 42C from a seat map for flight segment 2 only?

- A. 4G2/42ABC
- B. 4GA/42A/B/C
- C. 4G1/42ABC
- D. 4GA/42ABC

97. Which entry will display a car quote for Avis (ZI) only, for the full duration of the passengers' stay in Singapore (SIN)?

```

1 SQ 405D 12JUN 5 DELSIN SS2 0800 1605 /DCSQ /E
2 SQ 408D 29JUN 1 SINDEL SS2 1850 2155 /DCSQ /E
    
```

- A. CQ1-2-ZI
- B. CQ1,2/ZI
- C. CQ1/2-ZI
- D. CQ1/2



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

SYD-CHC CXR-NZ FRI 15AUG AUD

THE FOLLOWING CARRIERS ALSO PUBLISH FARES SYD-CHC:

NM QF TE UA ZQ

ALL FEES/TAXES/SVC CHARGES INCLUDED WHEN ITINERARY PRICED

SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED

NZ	SYDCHC.EH	15AUG	MPM	0				
V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG	
1	YKE14A	V R	598.00	----	-/1	SU/14	EH01	
2	YLPX30A	T R	718.00	----	-/1	SU/30	EH01	
3	YLEE6MA	Y R	840.00	----	-/1	SU/180	EH01	
4	YAPOW	Y X	585.00	----	14	-/ -	EH01	
5	Y	Y X	675.00	----	-	-/ -	EH01	
6	J	J X	918.00	----	-	-/ -	EH01	#

- A. The YEK14A fare
- B. The YLPX30A fare
- C. The YLEE6MA fare
- D. The YAPOW fare

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

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

100. Which statement is true concerning the following PNR?

1.2TAAVI/EIKKI DR/KYLLIKKI MRS
 1 AY 147A 24OCT 1 HELSFO HK4 0945 1025 /DCAY*777654
 2 AY 148A 14NOV 1 SFOHEL HK4 0015 0825 15NOV 2 /DCAY*777654
 TKT/TIME LIMIT
 1.T-25SEP-Y2VS*AAB
 PHONES
 1.HEL01 66360-A
 2.HEL06 80987-H
 PRICE QUOTE RECORD EXISTS
 FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL
 REMARKS
 1.-*VI4472235135221¥12/14
 2.XXTAW25SEP/

¥

- A. A price is stored in the PNR, but the tickets have not yet been issued
- B. This PNR has not yet been priced or ticketed
- C. Tickets for the PNR were issued on 25 September
- D. It is not possible to tell from this display if the tickets have been issued for the PNR

END OF EXAM PAPER