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International Travel and Tourism Training Pro

# Travel and Tourism Consultant

Question bookl



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

t-011 | Jun 201



# EXAMINATION SESSION RULES

## GENERAL GUIDELINES

- ✔ You will work with the exam QUESTION BOOKLET and a separate ANSWER SHEET.
- ✔ Check that your QUESTION BOOKLET is complete. The number of questions is indicated on the front page.
- ✔ Complete the ANSWER SHEET with your personal information. Your Client ID can be found on your examination invitation letter.
- ✔ Once the exam is passed successfully, your name will appear on the course certificate as it is written on the Examination Attendance List. Notify the Supervisor if your name is spelled incorrectly on the Attendance List.
- ✔ 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 their examination papers canceled.
  - No examination paper may be taken out of the examination room.
  - No photocopy or scan of the examination may be made.
  - Once completed, the QUESTION BOOKLET and 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 30 minutes and again 15 minutes before the end of the examination. You may leave the room before, if you have returned your paper to the Supervisor.

## MATERIALS ALLOWED

- ✔ Only your IATA course study materials are allowed in the examination room.
- ✔ A nonprogrammable pocket calculator and a language dictionary are permitted.
- ✔ No other external or supplementary references are allowed. Note books, loose paper notes (other than course content pages), diaries and agendas are not permitted.

## HOW TO WORK WITH THIS QUESTION BOOKLET

- ✔ Read each question carefully.
- ✔ All questions carry equal marks. 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.

## HOW TO WORK WITH THE ANSWER SHEET

- ✔ Find the ANSWER SHEET now.
- ✔ Mark only one response per question. No points will be given for a question with more than one marked response. ✔ Blacken the appropriate circle for each answer option you choose. 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.
- ✔ When an exam question presents less than five 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 and E.

## AT THE END OF YOUR EXAMINATION

You must return the ANSWER SHEET and QUESTION BOOKLET to your exam supervisor.

Use the following information to answer questions 1 to 10:





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

Note: Blank Fare Construction Table for OW journeys. This table is for your use only. It will not be graded.



PU 1		PU 2	
FCP		FCP	
NUC		NUC	
RULE		RULE	
MPM		MPM	
TPM		TPM	
EMA		EMA	
EMS		EMS	
HIP		HIP	
RULE		RULE	
AF		AF	
CHECK		CHECK	
TOTAL			
IROE			
LCF			

Note: Blank Fare Construction Table for OW journeys with 2 PUs. This table is for your use only. It will not be graded.

1. The lowest applicable fare is constructed as \_\_\_\_\_ pricing unit(s).  
A. 1 B. 2 C. 3
2. Which is TRUE if the journey is priced as a single pricing unit?  
A. An EMA reduces the EMS  
B. The EMS is 25%  
C. The EMS is 20%  
D. There is no extra mileage surcharge
3. The lowest applicable fare includes \_\_\_\_\_.  
A. a stopover surcharge  
B. a Q security surcharge  
C. no additional surcharges
4. Which check applies to the journey with the lowest fare?  
A. A RTW Minimum Check  
B. A CT Minimum Check  
C. No checks apply to the journey  
D. A One Way Backhaul Check



5. The lowest applicable NUC fare for this journey is \_\_\_\_\_.
- A. NUC 7086.43
  - B. NUC 7981.43
  - C. NUC 8378.01
  - D. NUC 9269.63
6. Which is TRUE?
- A. The minimum fare is equal to the applicable fare
  - B. The minimum fare is lower than the applicable fare C. No minimum fare check applies to this journey
  - D. The minimum fare is higher than the applicable fare
7. The LCF for this journey is \_\_\_\_\_.
- A. CAD 6892.00
  - B. CAD 9567.00 C. CAD 8092.00
  - D. CAD 10585.00
8. A HIP exception applies for the lowest applicable fare construction. TRUE or FALSE?
- A. True
  - B. False
9. Harmonized Sales Tax (RC) is applicable to this journey. TRUE or FALSE?
- A. True
  - B. False

10. Consider a change to the reservation before it is ticketed to the following:

AC 481 Y 13FEB 1 YULYYZ HK1 0600 0735 \*1A/E\* 9W 229 Y 13FEB 3 YYZBRU  
HK1 1820 0745+1 \*1A/E\* SU2169 Y 14FEB 4 BRUSVO HK1 0940 1115 \*1A/E\*  
SU2060 Y 15FEB 7 SVOSOF HK1 1030 1240 \*1A/E\* OA 308 Y 20FEB 3 SOFATH  
HK1 1020 1145 \*1A/E\*

The lowest applicable fare for this journey will be \_\_\_\_\_.

- A. NUC 6035.55
- B. NUC 7008.49
- C. NUC 8003.20
- D. NUC 8760.61

**Use the following information to answer questions 11 to 20:**

Refer to the reservation given below. Price this journey at the lowest applicable normal fare as one pricing unit with two fare components or as two pricing units, each with two fare components only.

**Booking**

SQ 478\*C 10JUL SINJNB 0125 0610 10JUL SA 222 C 10JUL JNBGRU 1010 1630 10JUL LA  
751 C 17JUL GRUSCL 1620 2035 17JUL LA 752 C 24JUL SCLGRU 1325 1725 24JUL AA 216 C  
26JUL GRULAX 2230 0710 27JUL CX 885 C 27JUL LAXHKG 1300 1855 28JUL CX 739 C 29JUL  
HKGSIN 1120 1505 29JUL

**\*SQ 478 departs from Terminal 2 in Singapore**

**Journey**







PU 1 OUTBOUND		PU 1 INBOUND		PU 2
FCP		FCP		
NUC		NUC		
RULE		RULE		
MPM		MPM		
TPM		TPM		
EMA		EMA		
EMS		EMS		
HIP		HIP		
RULE		RULE		
AF		AF		
SUBTOTAL				
CHECK				
TTL NUC				
IROE				
LCF				

Note: Blank Fare Construction Table. This table is for your use only. It will not be graded.

11. What is the lowest fare for this journey including surcharges (if applicable)?
- A. NUC 10713.58
  - B. NUC 15598.45
  - C. NUC 15994.04
  - D. NUC 15592.60
12. The global indicator for the outbound fare segment is \_\_\_\_\_.
- A. SA
  - B. AT
  - C. EH
  - D. PA
13. The lowest applicable fare calculation has \_\_\_\_\_.
- A. one transfer



- B. two transfers  
C. three transfers  
D. four transfers
14. Which is TRUE?  
A. The minimum fare is equal to the applicable fare B. No minimum fare applies to this journey  
C. The minimum fare is lower than the applicable fare D. The minimum fare is higher than the applicable fare
15. How much is the Q surcharge in NUC, if any?  
A. 45  
B. 5.80  
C. 33  
D. 4.20
16. What is the lowest applicable fare in local currency?  
A. SGD 20005 B. SGD 20532 C. SGD 20540  
D. SGD 20868
17. Can this journey be priced as one pricing unit?  
A. No, the TPM exceeds MPM by more than 25% for one component  
B. Yes, but it produces the highest fare due to a HIP in one component C. Yes, and the result is the lowest possible fare with no RWM plus up D. No, a limitation on intermediate stopovers at the same point prevents it
18. Which fare check applies to this journey?  
A. BHC  
B. No check  
C. RWM  
D. CTM
19. Two weeks before departure from SIN, the passenger rebooks the ticketed itinerary. Answer the next 2 questions based on this scenario.
- |    |     |   |       |               |      |      |       |    |     |   |       |        |      |      |       |
|----|-----|---|-------|---------------|------|------|-------|----|-----|---|-------|--------|------|------|-------|
| SQ | 478 | C | 10JUL | <u>SINJNB</u> | 0125 | 0610 | 10JUL | SA | 222 | C | 10JUL | JNBGRU | 1110 | 1630 | 10JUL |
| AA | 216 | C | 26JUL | <u>GRULAX</u> | 2230 | 0710 | 27JUL | CX | 885 | C | 27JUL | LAXHKG | 1300 | 1855 | 28JUL |
| CX | 739 | C | 29JUL | <u>HKGSIN</u> | 1120 | 1505 | 29JUL |    |     |   |       |        |      |      |       |
- The fare for the revised journey is \_\_\_\_\_ the fare for the original journey.  
A. the same as  
B. lower than  
C. higher than
20. How will you process this transaction?  
A. As a reissue  
B. As an exchange  
C. As a revalidation  
D. As a ticket cancellation

Use the following information to answer questions 21 to 25:

ELECTRONIC TICKET RECORD INV: CUST: PNR: N3DXM1  
TKT: 0751234567914 ISSUED: 30AUG IATA: 00000054 NAME: JIMENEX/RAFAEL MR  
FOP: CASH CC CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT 1 IB



6403 Y 13SEP MADMEX 1255 OK YIF OPEN 2 IB 6402 Y 25SEP  
MEXMAD 2035 OK YIF OPEN

FARE EUR 5469.00 TAX PD 22.99 JD TAX PD 3.78 QV TAX PD 0.58  
OG TAX PD 35.41 XD TAX PD 18.14 UK TOTAL EUR 100.00 A FC MAD IB MEX  
Q136.55 3304.81 IB MAD 3304.81 NUC 6746.17 END ROE 0.810635

ORIGINAL ISSUE: 0751234567891 /08AUG MAD EXCHANGE TICKET: 0751234567891 E1/E2

21. The fare applicable to the new journey is \_\_\_\_\_ A. equal to the old fare  
B. less than the old fare  
C. more than the old fare  
D. paid in GBP
22. The above exchange ticket displays an additional new TFC collection paid in cash. TRUE or FALSE?  
A. True  
B. False
23. The new form of payment is CASH and the old original form of payment is a credit card. TRUE or FALSE?  
A. True  
B. False
24. The exchange rate that was used to reassess the fare is the IROE effective on \_\_\_\_\_  
A. 8AUG  
B. 30AUG  
C. 13SEP  
D. 25SEP
25. When was this ticket exchanged and repriced?  
A. 8AUG  
B. 30AUG  
C. 13SEP D. 25SEP

**Use the following information to answer questions 26 to 30:**

Refer to the following linear fare calculation.

Fare Calculation YVR AC X/TYO JL RGN TG BKK MH KUL M YVRRGN3031.78MH X/HKG CX SFO Q5.80  
M2211.00 NUC 5248.58 END ROE 1.141900

26. The destination break point is \_\_\_\_\_  
A. SIN  
B. BKK  
C. KUL  
D. HKG
27. A higher intermediate fare applies to the inbound fare component. TRUE or FALSE?  
A. True  
B. False
28. The total fare in local currency including surcharges is \_\_\_\_\_  
A. CAD 5986.00  
B. CAD 5987.00  
C. CAD 5993.00  
D. CAD 5994.00



29. The fare for the inbound fare component will apply in the direction of travel – from KUL to SFO. TRUE or FALSE?  
A. True  
B. False
30. What type of journey is it?  
A. OW  
B. RT  
C. CT  
D. OJ
31. Which French territory in TC1 publishes international air fares in EUR?  
A. French Polynesia B. Martinique  
C. Mayotte  
D. Reunion Island
32. Which is TRUE about NUCs?  
A. In calculations, they are rounded to the nearest decimal  
B. In calculations, they are rounded to the nearest unit with no decimals  
C. They are displayed with two decimals D. They are equivalent to the euro
33. Which calculation would be correct for the following journey?  
CMB – MAA – X/CMB – LON – OSL  
A. Two one way pricing units to and from MAA  
B. End-on roundtrip pricing unit plus a one way pricing unit  
C. One pricing unit  
D. Both A and B
34. Which is TRUE for the following journey?  
SEL KE MNL JL TYO JL KHI  
A. The journey is between S.E.A and SASC  
B. The journey is not subject to a mileage check  
C. An EMA applies to this journey  
D. The journey is a Far East (FE) route
35. A RWM exception applies to which itinerary? A. MEL – BKK – PAR – LAX – TYO – MEL  
B. BRU – MAD – CHI – SFO – HKG – DEL – CPH – BRU  
C. YMQ – VIE – SIN – NYC – YMQ  
D. LON – SYD – LAX – NYC – LON
36. Which is an acceptable combination when slicing and dicing a Circle Trip pricing unit?  
A. TNOJ + ONOJ  
B. ONOJ + TNOJ  
C. RT + CT D. RT/CT + RT/CT
37. Which is TRUE?  
A. Sector TPMs can determine the applicable carrier fare  
B. Excess Mileage Surcharge levels range from 5% to 20%  
C. A carrier owned EMA may be used in conjunction with an IATA fare D. If the MPM is higher than the total TPM, an EMS applies
38. Which of these journeys requires a HIP check from intermediate point to destination?  
A. ANK – X/ATH – RUH



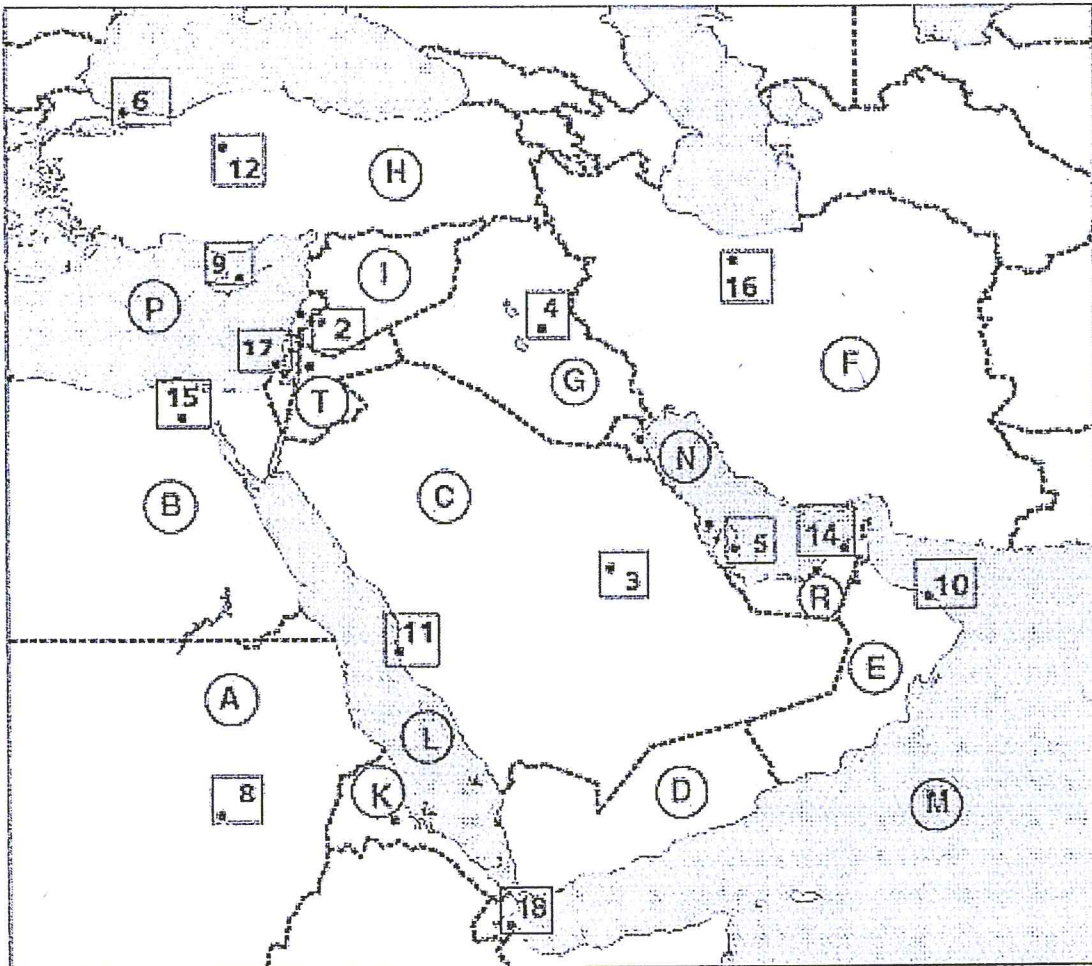
- B. DEL – X/ATH – NYC  
C. CAI – X/ATH – PAR  
D. LOS – X/ACC – WAS
39. How is the new fare calculated in the case of a reissue?  
A. The new LCF must always be displayed in the currency of the country of reissue  
B. The new fare is one that must be in effect on the date of the reissue transaction C. Convert at the IROE applicable on the date of the reissue transaction  
D. If the first fare component is partly flown, you may recalculate from origin
40. When a partially used RT ticket originating in the USA is voluntarily rerouted, where do you start recalculating the fare?  
A. From the point of origin  
B. From the point of turnaround  
C. From the point where the coupon is being uplifted D. From the first point on the unused flight coupon
41. Today, a totally unused but still valid normal fare ticket with the routing JKT-SYD-JKT is rerouted to JKT-SYD-DPS. The first flight coupon details remain unchanged. What is the date that will appear in the NVA field of the revised portion if only the second flight coupon is reissued?  
A. One year from date of original issue B. One year from date of reissue  
C. Carry over the NVA date shown on the original ticket D. One year from last travel date
42. Only OW fares can be used to price the journey JED MRU /- SEZ PAR. TRUE or FALSE?  
A. True  
B. False
43. Which is FALSE for ticket exchanges?  
A. An exchange applies when the travel date for the first electronic coupon is changed but not the flight number  
B. An exchange applies when the flight in the first electronic coupon is changed to a different airline  
C. An exchange applies when only the second electronic coupon of an unused ticket is changed  
D. An exchange applies when an unused economy class ticket is upgraded to business class
44. For pricing units originating from India, which sector requires a HIP Check if the FCP points are DEL-YMQ?  
DEL – DXB – MIL – X/PAR – LON – YMQ – X/LON – DEL  
A. DXB – YMQ B. MIL – YMQ  
C. LON – YMQ  
D. The HIP check applies for all sectors
45. Which is TRUE for reservation changes?  
A. A flight may be rebooked only if the fare rule allows it  
B. Travel agents are permitted to revalidate all ticketed reservation changes  
C. Expired tickets are eligible for rebooking or exchange  
D. Every change to a ticket requires an exchange or a reissue transaction
46. Most visitors to the continent of Antarctica are \_\_\_\_\_.  
A. adventurers  
B. researchers  
C. sport seekers  
D. history lovers
47. Which national airline serves airports PEK and PVG?  
A. CA B. CX



- C. AC
- D. AB

48. Which destination is a popular eco-tourism destination to experience ocean life in the Caribbean Sea?
- A. Tibet
  - B. Kenya
  - C. Ireland
  - D. Costa Rica
49. Which country was the home of composer Mozart?
- A. Czech Republic
  - B. Austria
  - C. France
  - D. New Zealand
50. A nature tour of a South American rainforest would mostly attract \_\_\_\_\_.
- A. culture-seekers
  - B. ethnic travelers
  - C. environmental travelers
  - D. entertainment-seekers
51. Which destination features an equal number of daylight and night hours year round?
- A. NBO
  - B. BUE
  - C. BOM
  - D. TPE

Use the following information to answer questions 52 to 54:



52. Letter F is which country?

- A. India
- B. Iran ✓
- C. Iraq
- D. Israel

53. Which city is number 15?

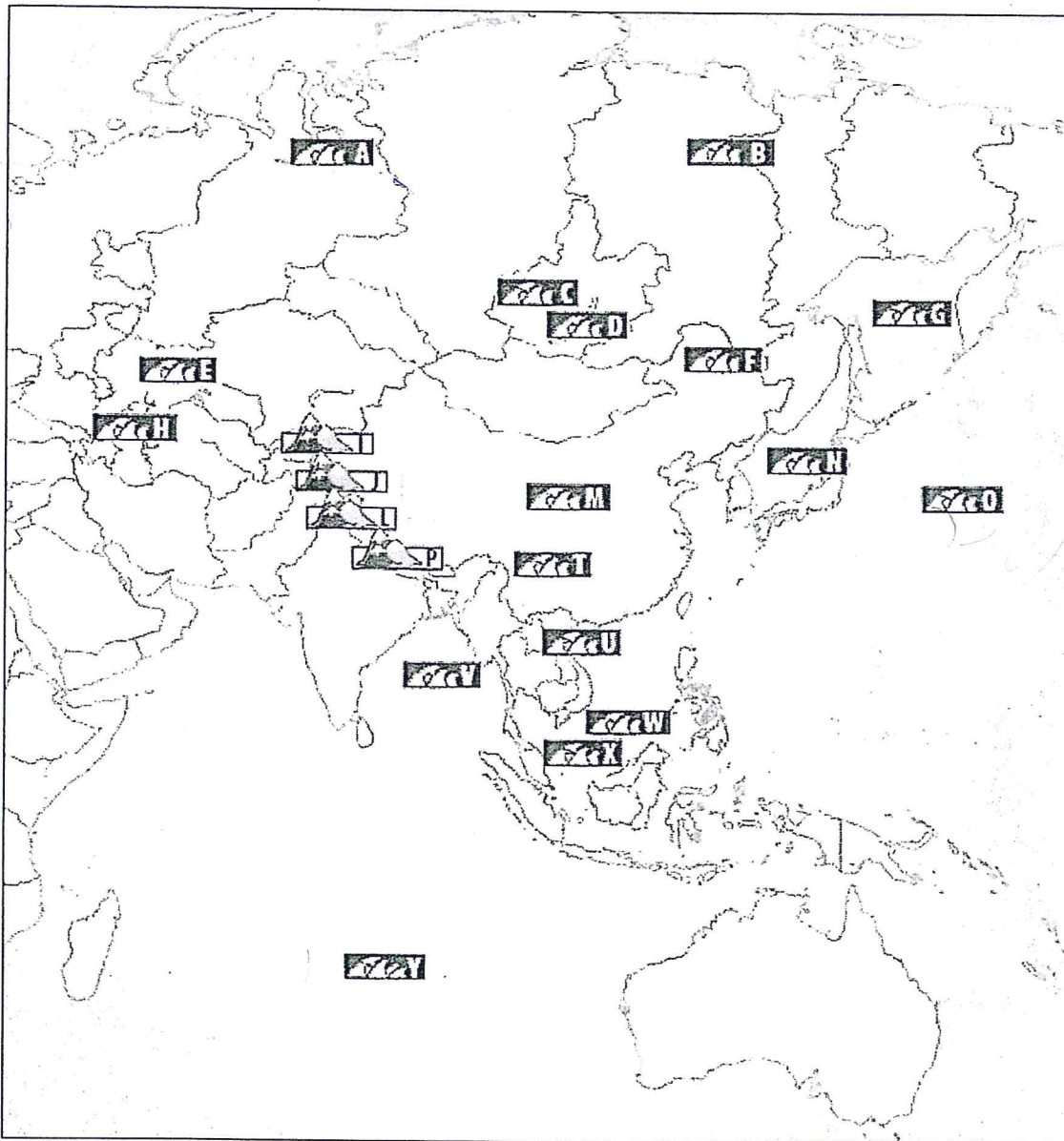
- A. CPT
- B. CAI ✓
- C. ACC
- D. DLA

54. Which number represents the city of IST?

- A. 17
- B. 16
- C. 6 ✓
- D. 2

Use the following information to answer questions 55 to 57:





55. Which body of water is letter O?  
 A. Bering Sea B. Pacific Ocean ✓  
 C. Sea of Okhotsk D. Atlantic Ocean
56. What body of water is letter G?  
 A. East China Sea  
 B. Sea of Japan  
 C. South China Sea  
 D. Sea of Okhotsk ✓
57. What river is letter A?  
 A. Yenisey ✓  
 B. Yangtze  
 C. Huang D. Lena



*Does the luxury train  
to Victoria falls in  
South Africa -*

58. The web address "www.palaceonwheels.net" is for a luxury train in Australia. TRUE or FALSE?  
A. True  
B. False
59. Rovos Rail operates luxury trains to Victoria Falls in \_\_\_\_\_.  
A. Canada  
B. Russia  
C. the USA  
D. South Africa
60. Eurail and Interrail passes CANNOT be purchased \_\_\_\_\_.  
A. online  
B. from major stations  
C. from specialist rail agents  
D. from the train conductor
61. The principal route of the "Venice Simplon-Orient-Express" is \_\_\_\_\_.  
A. Prague to Istanbul  
B. London to Venice  
C. San Sebastian to Santiago de Compostela  
D. Edinburgh to London
62. Which rail pass offers unlimited travel in eight countries in Eastern Europe?  
A. InterRail One Country Pass B. Eurail Global Pass C. Balkan Flexipass  
D. Eurail Select Pass
63. When traveling on a Eurail Flexipass, a day starts at \_\_\_\_\_ and ends the following day at \_\_\_\_\_.  
A. 7 pm – 7 pm  
B. midnight – 6 pm  
C. noon – noon  
D. midnight – midnight

Use the following information to answer questions 64 to 66:



359 NICE - ANNOT - DIGNE															
km	CP ▲					CP ▲					2nd class only				
0	Nice (Gare CP)	d.	0655	0925	1305	1715	1813	Digne	d.	...	...	0715	1045	1425	1735
23	Plan du Var	d.	0741	0957	1341	1757	1854	St. Andre les Alpes	d.	...	...	0812	1143	1524	1830
41	Villars sur Var	d.	0801	1017	1401	1818	1915	Thorame Haute	d.	...	...	0824	1156	1536	1842
58	Puget Theniers	d.	0821	1038	1421	1839	1937	Annot	d.	0540	0750	0850	1219	1600	1910
64	Entrevaux	d.	0830	1046	1429	1847	1945	Entrevaux	d.	0558	0810	0908	1238	1619	1929
78	Annot	d.	0851	1106	1449	1908	2001	Puget Theniers	d.	0606	0822	0916	1246	1627	1938
96	Thorame Haute	d.	0915	1130	1512	1932	...	Villars sur Var	d.	0627	0842	0937	1306	1648	1957
106	St Andre les Alpes	d.	0927	1144	1523	1945	...	Plan du Var	d.	0649	0903	0958	1328	1710	2018
150	Digne	a.	1020	1239	1620	2041	...	Nice (Gare CP)	d.	0731	0940	1030	1400	1745	2057

▲ - Narrow gauge railway, operated by Chemins de Fer de Provence (CP).

361 (extract) LES ARCS - CANNES - NICE - MONACO - VENTIMIGLIA																	
km	Local trains																
0	Les Arcs-Dranguignan	d.	...	...	...	0543	...	0604	...	0655	0635	...	0707	...	0755	0735	...
23	Frejus	d.	...	...	...	0556	...	0618	...	0649	...	0720	...	0749	...	0749	...
27	St Raphael-Valescure	d.	...	...	...	0600	...	0622	...	0713	0653	...	0725	...	0812	0753	...
31	Boulouris sur Mer	d.	...	...	...	0605	...	0627	...	0657	...	0730	...	0757	...	0757	...
31	Grasse	d.	...	...	...	0621	...	0627	...	0657	...	0730	...	0757	...	0757	...
60	Cannes	d.	0517	0547	...	0613	0631	0647	0647	0653	...	0713	0739	0731	0747	0757	...
69	Juan les Pins	d.	0526	0556	...	0623	0641	0657	0657	0703	...	0722	0741	0757	0807	0823	0841
71	Antibes	d.	0529	0559	0617	0626	0645	0700	0700	0706	...	0725	0748	0745	0800	0810	0826
80	Cagnes sur Mer	d.	0540	0610	0628	0636	0657	0706	0706	0713	...	0736	0757	0807	0816	0836	0858
94	Nice Ville	a.	0557	0626	0646	0653	0715	0722	0722	0727	...	0753	0806	0815	0822	0831	0853
94	Nice Ville	d.	0526	0601	0629	0649	0656	0718	0725	0725	...	0749	0756	0818	0825	0849	0856
99	Villefranche sur Mer	d.	0533	0609	0636	0657	0704	0726	0733	0733	...	0756	0804	0826	0833	0856	0904
101	Beaulieu sur Mer	d.	0536	0612	0639	0700	0707	0729	0736	0736	...	0759	0807	0829	0836	0859	0907
104	Eze	d.	0540	0616	0644	0711	0740	0740	0740	0740	...	0811	0840	0840	0911	0911	0940
110	Monaco-Monte Carlo	d.	0550	0625	0654	0710	0721	0739	0750	0750	...	0809	0828	0839	0851	0909	0920
114	Cap Martin-Roquebrune	d.	0556	0631	0659	0726	0756	0756	0756	0756	...	0834	0856	0856	0925	0925	0956
117	Menton	d.	0603	0636	0707	0719	0732	0750	0802	0802	...	0820	0840	0849	0902	0920	0933
127	Ventimiglia	a.	0617	0720	0803	0803	0803	0803	0803	0803	...	0833	0833	0902	0902	0933	0947

b - Runs daily from Nice.  
d - Runs daily Cannes - Nice.  
h - Runs 5 minutes earlier on @.  
◇ - To/from Marseille (Table 360).  
\* - Grasse - Cannes = 17 km.

64. Sarah wishes to take the narrow gauge train from Nice to Thorame Haute on Sunday, arriving before midday. She is staying in Cannes – what time should she leave from Cannes? Allow 30 minutes to transfer between stations in Nice.
- A. 0757  
B. 0631  
C. 0839  
D. 0813
65. A customer is staying in Digne but wants to reach Monaco as early as possible on Monday. Allowing at least 30 minutes to transfer between stations in Nice, what time will he arrive in Monaco?
- A. 1054 B. 1154 C. 1030  
D. 1221
66. To travel on the first Nice to Digne train on Wednesday morning, what time would a customer need to leave Antibes, allowing 40 minutes to transfer between stations in Nice?
- A. 0529  
B. 0559  
C. 0617  
D. 0655



67. What term represents scheduled bus transportation from an airport to a destination or service between airports?
- A. Charter
  - B. Operator
  - C. Shuttle
  - D. Commuter
68. Which coach company would operate scheduled bus service between Paris, Amsterdam and London?
- A. Trailways
  - B. National Express
  - C. Greyhound
  - D. Eurolines
69. When planning bus transportation, it is important to consider the \_\_\_\_\_ which could affect road conditions.
- A. weather
  - B. fare
  - C. distance
  - D. reservation deadline
70. What is the maximum baggage allowance accepted by major bus companies in the United States?
- A. Unlimited bags with total weight of 50 kilograms
  - B. One bag with maximum weight of 20 kilograms
  - C. Two bags with total weight of 45 kilograms
  - D. There is no limitation on baggage allowance
71. What type of accommodation suits the needs of business travelers who must work in a foreign city for a month?
- A. Farmhouses
  - B. Personal Growth Centers
  - C. Guesthouses
  - D. Extended stay facilities
72. How should we save informative articles about accommodation products found on the Internet for easy access when needed?
- A. By bookmarking their links on the web browser
  - B. By printing and filing them in hardcopy format
  - C. By copying the information into a digital document
73. Which type of accommodations normally includes recreational activities in the room rate?
- A. Spas
  - B. Resorts
  - C. Ranches
  - D. Ryokans
74. Which are promoted as an accommodation product in Italy in an attempt to bring tourism revenue to the country side?
- A. Extended stays
  - B. Farmhouses
  - C. Cottages and villas
  - D. Inns
75. Which is a benefit of joining a national travel industry association?
- A. Become an independent and home based travel agent
  - B. Sell niche accommodation products to other members
  - C. Share ideas and industry updates with other members
  - D. Prospect new customers in community and social organizations



76. The Relais de Campagne are \_\_\_\_\_.
- A. hostels
  - B. resorts
  - C. country inns
  - D. spas
77. What is TRUE about the cruise industry?
- A. The cruise industry is larger than the airline industry
  - B. The airline industry has helped to grow the cruise industry
  - C. The airline industry has grown more quickly than the cruise industry
  - D. The cruise industry has helped to grow the airline industry
78. Which is the best way to help a customer select a cruise product?
- A. Explain the features and benefits of every cruise line's product
  - B. Ask a cruise operator to present their products to the customer
  - C. Provide a variety of cruise brochures from which to choose a product
  - D. Match a cruise product with the customer's experience and expectations
79. Which is TRUE of the first cruise ships built in the 1920s and 1930's? A. They were primarily built to transport cargo B. Their passengers were typically rich C. They were the largest ships ever built D. Their passengers traveled roundtrip
80. People on a \_\_\_\_\_ want to sail their own boat and choose their own destinations.
- A. crewed charter cruise
  - B. bare-boat cruise
  - C. windjammer cruise
  - D. barge cruise
81. Outside cabins on a cruise ship are commonly referred to as \_\_\_\_\_ cabins.
- A. ocean-view
  - B. first-class
  - C. tourist
  - D. balcony
82. \_\_\_\_\_ Caribbean cruises generally begin in San Juan, Puerto Rico.
- A. Eastern
  - B. Western
  - C. Northern
  - D. Southern
83. A pleasure trip organized to reward high performing employees belongs to which type of travel group?
- A. Common interest
  - B. Non-affinity
  - C. Affinity
  - D. Incentive
84. What is one of the most important characteristics of a luxury travel specialist?
- A. Their in-depth knowledge of the products and services available
  - B. Their ability to get the best deals
  - C. An active presence on social media
  - D. Saving time for the customer.
85. Which is NOT a good way to build a network of movers-and-shakers?
- A. Ask your customers
  - B. Network with agents and suppliers
  - C. Hire on social media
  - D. Exchange business cards



86. Which of the following is NOT an example of an amenity included in first class air travel?
- A. Private cabins with showers
  - B. A la carte dining when you want to eat
  - C. In-flight massage
  - D. Private kitchen facilities
87. Which is TRUE about non-affinity group travel?
- A. Participants have formed their own travel group
  - B. Participants know they will travel in a large group
  - C. Participants share a common interest
  - D. Participants don't know each other
88. Where is the first place to look in developing a luxury clientele?
- A. Your existing customer database
  - B. Luxury travel groups in social media
  - C. References and referrals from non-luxury travel agents
  - D. Networking events
89. Which statement about travel agencies is TRUE?
- A. A travel agency can authorize the refund of agency-issued airline tickets
  - B. A travel agency's transactions are confidential and cannot be shared
  - C. A travel agency can transfer its IATA Travel Agency Accreditation to another owner
  - D. A travel agency cannot terminate its accreditation agreement
90. In the purchase of passenger air transportation, the contract is between \_\_\_\_\_ and \_\_\_\_\_.
- A. IATA; the travel agency
  - B. the travel agency; the airline
  - C. the passenger; the travel agency
  - D. the airline; the passenger
91. What does clause 11 of the IATA Passenger Sales Agency Agreement require of the accredited agency?
- A. To authorize the refund of agency-issued airline tickets
  - B. To keep the agency's transactions confidential
  - C. To transfer its IATA Travel Agency Accreditation to another agency owner
  - D. To deposit money collected for airline ticket sales in its own bank account
92. Before opening or buying a travel agency, you should consult with \_\_\_\_\_.
- A. an IATA office
  - B. a legal expert
  - C. a financial expert
  - D. a technical expert
93. With IATA accreditation status, a travel agency represents \_\_\_\_\_.
- A. commercial airlines worldwide
  - B. IATA member airlines
  - C. all travel product suppliers
  - D. all travel wholesale suppliers
94. IATA accredited travel agencies must \_\_\_\_\_.
- A. sell only IATA member airline flights
  - B. accept to respect IATA Resolutions
  - C. belong to a national agency association
  - D. report all travel product sales to IATA BSP
95. Which is a best practice when selling travel by telephone and helps reduce call length?
- A. Control the conversation with key questions
  - B. Avoid quoting prices
  - C. Wait for the speaker to identify their needs
  - D. Insist on a personal visit



96. Which contributes most to building long-term sales success and customer interaction?
- A. Exclusive products
  - B. Good negotiating skills
  - C. Customer relationship management
  - D. A wide selection of products
97. Customer relationship management activities attract new customers. TRUE or FALSE?
- A. True
  - B. False
98. What information is required before offering a travel insurance product?
- A. The traveler's health
  - B. The traveler's budget
  - C. The traveler's itinerary
  - D. Both A and C
99. The four-step process to handle customer objections includes explore, restate, respond positively, and
- A. move on to another area of discussion
  - B. close the sale quickly and aggressively
  - C. wait for the customer's decision to buy
  - D. take a short break from the discussion
100. Which is an example of a "direct close" technique to sell an airline ticket?
- A. Should I make the flight reservation now to secure a seat for you?
  - B. Will you pay by credit card, cash or personal cheque?
  - C. I'll make the flight reservation and issue the ticket now
  - D. The airline increases fares with no notice, so you should buy now

Explore, Restate, Respond positively & move to another Point of discussion.

