

# 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.

1. T  
ir

2. A

3. W

4. La

5. Wf

6. Mo:

A  
B  
C  
D



7. Which city is number 19?  
A. Colombo  
B. Dhaka  
C. Manila  
D. Kathmandu
8. Which city is number 10?  
A. Hong Kong  
B. Seoul  
C. Beijing  
D. Tokyo
9. Which city is number 2?  
A. Melbourne  
B. Canberra  
C. Sydney  
D. Perth
10. The letter C equals which country?  
A. Pakistan  
B. Nepal  
C. India  
D. Philippines
11. The letter D equals which country?  
A. Indonesia  
B. Australia  
C. Papua New Guinea  
D. Malaysia
12. The letter T equals which country?  
A. Thailand  
B. Singapore  
C. Bangladesh  
D. Laos
13. The letter M shows which body of water?  
A. Atlantic Ocean  
B. Arabian Sea  
C. Indian Ocean  
D. Southern Ocean
14. The letter L shows which body of water?  
A. Timor Sea  
B. Arafura Sea  
C. Philippine Sea  
D. Coral Sea
15. The letter Y shows which body of water?  
A. Gulf of Aden  
B. Bay of Bengal  
C. Gulf of Thailand  
D. Gulf of Tonkin



16. When a traveler buys a railway ticket and on arrival at the station he learns that the trip has been cancelled. In this situation
- A. the traveler is entitled to take the next train
  - B. the traveler's money will be refunded
  - C. the railway company compensates the business traveler
  - D. everything depends on the Conditions of Carriage
17. Which of the following liabilities of the railway is generally not dealt with in the Conditions of Carriage?
- A. The event of accidents causing injuries
  - B. Financial losses caused by the delay
  - C. The event of missing your train due to your late arrival
  - D. The event of cancellations
18. Speed trains in Japan are called the
- A. Fuji
  - B. Shinkansen
  - C. Turbo
  - D. Eurostar
19. Which statement about major railway stations is false?
- A. Certain stations have a range of shops and places to eat
  - B. Some stations are famous for their architecture
  - C. In India, many important stations have retiring rooms and dormitories
  - D. All railway stations have their own internet website with information
20. Which statement about car-carrying trains is false?
- A. Travelers pay for the transport of the car and the number of passengers
  - B. Long distance car-carrying trains can be found in various countries
  - C. Eurotunnel is a typical example of a shuttle train
  - D. Certain car-carrying trains have sleeping facilities

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58	Puget
64	Entre
78	Annot
96	Thoron
105	St And
150	Digne

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Veynes-Dévol  
Manosque-Gi  
Alx en Provi

□ - Château A  
1946 from

▲ - Narrow ga

□ - For ma ser

21. How
- A.
  - B.
  - C.
  - D.

22. If yo  
you
- A.
  - B.
  - C.
  - D.

23. How
- A.
  - B.
  - C.
  - D.

24. Mr Sr  
by 17
- A.
  - B.
  - C.
  - D.



33. Which type of accommodation is most popular in Asia and offers spiritual instruction with little attention to amenities?
- A. Resorts
  - B. Ryokans
  - C. Religious retreats
  - D. Ranches
34. First-class cruise accommodations are usually located \_\_\_\_\_.
- A. on upper decks
  - B. in the aft section
  - C. on the lowest decks
  - D. Both B and C
35. What is true about the cruise industry?
- A. The cruise industry is larger than the airline industry
  - B. The growth of the airline industry has caused the cruise industry to grow
  - C. The airline industry has grown more quickly than the cruise industry
  - D. The cruise industry is causing the airline industry to grow
36. The Mexican "Riviera" is on the \_\_\_\_\_.
- A. east coast of Mexico
  - B. west coast of Mexico
  - C. Yucatan Peninsula
  - D. South Cape
37. The most popular cruise destination for residents of the United States is \_\_\_\_\_.
- A. the Caribbean
  - B. the Mediterranean
  - C. Alaska
  - D. the Mississippi
38. If a cruise and flight reservations are booked separately, then the cruise lines are not responsible for flight delays and late arrival causing a missed cruise departure. TRUE or FALSE?
- A. True
  - B. False
39. 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
40. When a traveler misses a cruise departure due to his illness, who will be responsible?
- A. The travel agent
  - B. The traveler
  - C. The Cruise Company
  - D. None of the above
41. Tour package prices are almost always more economical \_\_\_\_\_.
- A. than the cost of buying separate tour components
  - B. when compared to cruise vacation products
  - C. if the tour is taken during the peak travel period
  - D. when guaranteed entrances are possible for groups





42. What element of a tour product interests consumers most?  
A. Transportation  
B. Attractions  
C. Accommodation  
D. Savings.
43. How do tour operators secure guaranteed entrance to attractions and sights for tour participants?  
A. By negotiating a discount based on large visitor groups  
B. By charging a higher VIP entrance fee to participants  
C. By owning the attractions included in the tour  
D. By buying blocks of entrance tickets in advance
44. Which is true about Promotional groups?  
A. They don't know each other  
B. They don't realize they are buying group travel  
C. They don't share common interest  
D. All of the above.
45. Error and Omission insurance is often used by \_\_\_\_\_  
A. travel agencies  
B. travelers  
C. buildings  
D. Both B. and C.
46. Before opening or buying a travel agency, you should consult with \_\_\_\_\_  
A. IATA, Montreal  
B. A legal expert  
C. A financial expert  
D. A technical expert
47. Which statement 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 without IATA consent
48. It is the responsibility of the \_\_\_\_\_ to have sufficient funds available to the BSP Clearing Bank on the remittance date.  
A. BSP  
B. agent  
C. DPC  
D. Airline
49. \_\_\_\_\_ is an effective way to close a product sale if the customer is hesitant to buy.  
A. Introducing alternative products and defining their benefits  
B. Arranging for another agent to take over the selling process  
C. Discounting the price of the product to secure the sale  
D. Creating positive emotions about the product's benefits
50. Proper relationship management with agency customers result in \_\_\_\_\_  
A. more questions  
B. repeat customers  
C. service issues  
D. better product knowledge
51. AE  
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53. In S  
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55. The  
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A.  
B.  
C.  
D.



## Fares and Ticketing

### Disclaimer

This examination paper includes an exhibit with extracts from the Passenger Air Tariff Training Edition 5. Fares in LCF and NUC, as well as the IATA Rate of Exchange (IROE) are shown for examination purposes only. PAT general rules, fares, fare rules, or other information not included in the examination exhibit is not required to price the journeys presented, unless otherwise stated. Do not source city pair fares and fare rules outside the exam exhibit. For the purpose of this exam, you must assume that fare rules not included in the extract have no restrictions. The Standard Condition rules (SC100/SC101) are not included in this exam extract because you are expected to know these rules as part of your course study.

56. The South Atlantic TPM shortcut applies to the routing SAO-MIA-PAR-MAD. TRUE or FALSE?  
A. True  
B. False
57. For the routing LIM - LPB - ASU - RIO, if the fare from LIM to RIO exceeds the MPB but the fare from LIM to SAO is within the MPB, then the fare to RIO is not surcharged. TRUE or FALSE?  
A. True  
B. False
58. When an origin-destination city pair list two different MPBs for different global indicators; you should always select the higher MPB to compute the fare for the routing. TRUE or FALSE?  
A. True  
B. False
59. Which journey is priced with an end-on combination?  
A. MEL - SYD - PPT - NAN - PPT - BJS  
B. SFO - TYO - SEL - TYO - BJS  
C. TLV - IST - TLV - DEL - SIN  
D. BUE - X/RIO - MAD - PAR - MAD - LON
60. In pricing the journey CEB-MNL-surface-TPE-OSA, only OW fares can be used. TRUE or FALSE?  
A. True  
B. False
61. IMR is the \_\_\_\_\_  
A. IATA Mean Rate  
B. International Mileage Rate  
C. Involuntary Multiple Rerouting
62. When a fare is unpublished between FCP points, the NUC fare and the MPB will be determined via the same add-on city. TRUE or FALSE?  
A. True  
B. False
63. EMU is the \_\_\_\_\_  
A. European Monetary Unit  
B. Economic Monetary Unit  
C. European Economic and Monetary Union



64. A Backhaul Check exception applies to which OW journey?

- A. RIO-SFO-TYO-HKG
- B. NCE-BCN-MOW-WAW
- C. PTY-CUR-MIA-CAS
- D. HRE-JNB-SAO-CCS

65. A HIP Check exception applies to which OW journey?

- A. DEL-SIN-NYC-CHI
- B. BOM-CAI-VIE-YVR
- C. YVR-HNL-AKL-SYD
- D. BOM-DEL-FRA-BUE

Answer questions 66 to 75 for the following journey on the separate Answer Sheet provided. Only one answer per question is accepted.

Passenger Mrs Sara Wong.  
 Original ticket issued on 03 NOV at KUL.  
 Mrs. Wong is now in IST.  
 She goes to the TK office and asks for a change in her ticket.  
 You need not consider taxes for this ticket exchange.  
 Use BSR: 1 MYR = EUR 0.234619

Recalculate the following

66. The are  
 A.  
 B.  
 C.  
 D.

67. Whic  
 A.  
 B.  
 C.  
 D.

68. Whic  
 A.  
 B.  
 C.  
 D.

69. The r  
 a  
 A.  
 B.  
 C.

Original Issue Ticket									
ELECTRONIC TICKET RECORD									
INV:439861	CUST:				PNR:IKVPEY				
TKT:1251086562000	ISSUED:03NOV11			PCC:Y2VS	IATA:987654321				
NAME:WONG/SARAH MS									
NAME REF:									
FOP:*VI401934552234123412/14									
CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	EK	287	Y	07NOV	KULDXB	615A	OK	Y	USED
2	EK	043	Y	26NOV	DXBIST	1250P	OK	Y	USED
3	TK	070	Y	10DEC	ISTKUL	115P	OK	Y	OPEN
FARE MYR13155									
TOTAL MYR13155									
KUL EK DXB EK IST M1873.61TK KUL1873.61NUC3747.22END ROE3.5106									
New Reservation									
3	KM	743Y	07DEC	Q	ISTMLA	HK1	505A	810A	/ABRQ*EZLHOF /E
4	KM	490Y	15DEC	W	MLAZRH	HK1	225P	445P	/ABRQ*EZLHOF /E
5	LX	327Y	22DEC	T	ZRHKUL	HK1	1200N	635A	23DEC W /ABRQ*NNVWGG
TMS									
KUL-DXB 3438									
DXB-IST 1868									
IST-MLA 852									
MLA-ZRH 858									
ZRH-KUL 6213									
FARE TYPE									
Normal adult Y fare									



82. There is a Limitation on this journey TRUE or FALSE?  
A. True  
B. False
83. There is a HIP in this calculation. TRUE or FALSE?  
A. True  
B. False
84. The fare does not change for the following itinerary. TRUE or FALSE?
- |   |    |      |   |       |   |        |     |       |       |       |            |
|---|----|------|---|-------|---|--------|-----|-------|-------|-------|------------|
| 1 | SQ | 308  | C | 10APR | T | SINLHR | SS1 | 905A  | 330P  | /DCSQ | /E         |
| 2 | AF | 1081 | c | 13APR | F | LHRCDG | SS1 | 735A  | 950P  | /DCAF | /E         |
| 3 | AF | 1462 | C | 22APR | S | CDGARN | SS1 | 815P  | 1045P | /DCAF | /E         |
| 4 | BA | 771  | C | 25APR | W | ARNLHR | SS1 | 710A  | 900A  | /DCBA | /E         |
| 5 | SQ | 317  | C | 25APR | W | LHRSIN | SS1 | 1130A | 720A  | 26APR | T /DCSQ /E |
- A. True  
B. False
85. If the surface gap for the original journey is not closed, which fare construction is possible?  
A. SIN-LON C1/2RT + LON-PAR C1/2RT + SIN-LON C1/2RT  
B. SIN-LON C1/2RT + LON-PAR OW+ SIN-LON C1/2RT  
C. SIN-LON OW + PAR-LON OW + SIN-LON OW  
D. SIN-LON OW + LON-PAR OW + SIN-LON OW





Refer to the following linear fare calculation to answer questions 86 to 90

FARE CALCULATION

YVR AC RGN TG BKK MH KUL10M YVRRGN1205.68MH X/HKG CX SFO Q4.22M1072.60  
NUC2282.50END ROE1.177260

86. The destination break point is \_\_\_\_\_  
A. SIN  
B. BKK  
C. KUL  
D. HKG
87. What type of journey is it?  
A. RW  
B. RT  
C. CT  
D. OJ
88. NUC 1205.68 is the published fare from YVR to RGN. TRUE or FALSE?  
A. True  
B. False
89. A higher intermediate fare applies to the inbound fare component. TRUE or FALSE?  
A. True  
B. False
90. The total fare in local currency excluding taxes and surcharges is \_\_\_\_\_  
A. CAD 2702.20  
B. CAD 2703.00  
C. CAD 2687.00  
D. CAD,2687.01

Question

Original
Original
Date of
Fare Type
First Date
Validated
Date of
ticket
New date
New Itinerary

91. The is th  
A  
B  
C  
D
92. The  
A  
B  
C  
D
93. The  
A.  
B.  
C.  
D.

94. The to be

Country  
(+ local currency)

- Turkey
- A.  
B.  
C.  
D.

95. How m  
A.  
B.  
C.











PAT Extract - Travel and Tourism Consultant Examination Dec 2011

Main table containing flight routes, airlines, and fares. Columns include Local Currency, NUC, CAR, Rule, and various routing codes. Includes sections for Stockholm (STO), Toronto (YTO), Vancouver (YVR), and Zurich (ZRH).

PAT Extract

Summary table on the right side of the page, listing destinations and their corresponding local currency and routing codes.

