



Disclaimer

This examination paper includes an exhibit with extracts from the Passenger Air Tariff Training Edition at the back 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.

Use the following information to answer questions 1 to 10:

An adult passenger is traveling on the following reservation. Quote the lowest applicable normal fare for this journey as one pricing unit with two fare components or as two OW pricing units.

Journey

RP/AMSN22904/

1	AF	995	C	19MAY	7	JNB	CDG	HK1	1820	1920	+1
2	ARNK										
3	KL	1125	C	23MAY	4	AMS	CPH	HK1	0805	0925	
4	SK	751	C	27MAY	1	CPH	WAW	HK1	0820	0940	

>

TPMs

JNB	AF	PAR	/-	AMS	KL	CPH	SK	WAW	
	5418	EH		247	EH	393	EH	414	EH

Fare type

Adult Normal Business Class Fare



One-Way Journey - One Pricing Unit

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

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



	Pricing Unit 1	Pricing Unit 2
FCP		
NUC		
RULE		
MPM		
TPM		
EMA		
EMS		
HIP		
RULE		
AF		
CHECK		
S		
Q		
TOTAL		
IROE		
LCF		

Note: Fare Construction Formula for RT/CT journeys. This table is for your use only. It will not be graded.

- Which is TRUE of the PAR-AMS surface gap for the lowest applicable fare?
 - The gap can be closed to produce a through fare
 - The cities are the fare construction points of a single pricing unit
 - The gap is a permissible surface sector
 - The TPM for the gap is excluded from the mileage calculation
- The lowest applicable fare for this journey requires a Surface Break TPM Check. TRUE or FALSE?
 - True
 - False
- Which is TRUE?
 - A specified routing applies to the journey
 - An EMA applies to the journey
 - The EMS for the journey is 10%
 - There is no extra mileage surcharge to apply to the journey

4. Which fare check applies to this journey?
 A. The RTW-Minimum Check
 B. The CT-Minimum Check
 C. The One Way Backhaul Check
 D. No fare checks apply
5. Two separate tickets must be issued for the lowest applicable fare. TRUE or FALSE?
 A. True
 B. False
6. What is the lowest applicable fare for this journey?
 A. NUC 4289.91
 B. NUC 4472.91
 C. NUC 4443.59
 D. NUC 5267.04
7. Which is TRUE for the lowest applicable fare?
 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
8. Which is TRUE?
 A. The amount of RN-tax to be paid for departure from Amsterdam is EUR 6,30
 B. The amount of ZO-tax to be paid for departure from Copenhagen is DKK 92
 C. The amount of ND-tax to be paid for arrival at Warsaw is PLN0,52
 D. The amount of ZA-tax to be paid for departure from Johannesburg is ZAR 346,00
9. The passenger wishes to change his itinerary to fly between Paris and Amsterdam on May 21. What is the lowest applicable fare for the new journey?
- | | | | | | | | | | | |
|---|----|------|---|-------|---|-----|-----|-----|------|--------|
| 1 | AF | 995 | C | 19MAY | 7 | JNB | CDG | HK1 | 1820 | 0600+1 |
| 2 | AF | 125 | C | 21MAY | 2 | CDG | GMS | HK1 | 1110 | 1210 |
| 3 | KL | 1125 | C | 23MAY | 4 | AMS | CPH | HK1 | 0805 | 0925 |
| 4 | SK | 751 | C | 27MAY | 1 | CPH | AWW | HK1 | 0820 | 0940 |
- A. Equal to the fare for the original itinerary
 B. Lower than the fare for the original itinerary
 C. Higher than the fare for the original itinerary
10. The passenger wishes to the Amsterdam to Copenhagen flight to May 26. What will be the lowest applicable fare for the journey?
- RP/AMSN22904/
- | | | | | | | | | | | |
|---|----|------|---|-------|---|-----|-----|-----|------|--------|
| 1 | AF | 995 | C | 19MAY | 7 | JNB | CDG | HK1 | 1820 | 0600+1 |
| 2 | AF | 125 | C | 21MAY | 2 | CDG | GMS | HK1 | 1110 | 1210 |
| 3 | KL | 1125 | C | 26MAY | 4 | AMS | CPH | HK1 | 0805 | 0925 |
| 4 | SK | 751 | C | 27MAY | 1 | CPH | AWW | HK1 | 0820 | 0940 |
- A. Equal to the fare for the previous itinerary
 B. Lower than the fare for the previous itinerary
 C. Higher than the fare for the previous itinerary



Use the following information to answer questions 11 to 20:

Price the following itinerary. Find the lowest normal fare for the journey. Quote two pricing units issued on one ticket. Journey

2 BA 138 J 15MAY 7 BOMLHR HK1 0230 0600 15MAY E BA/NOSYNC
 3 BA 712 C 20MAY 5 LHRZRH HK1 0910 1200 20MAY E BA/NOSYNC
 4 LX1616 C 25MAY 3 ZPHMXP HK1 0940 1035 25MAY E LX/TQYE2Q
 5 LX1613 C 29MAY 7 MXPZRH HK1 1000 1100 29MAY E LX/TQYE2Q
 6 LX 274 C 05JUN 7 ZRHDLA HK1 1245 1740 05JUN E LX/TQYE2Q

PMS

BOA BA LON BA ZRH LX MIL LX ZRH LX DLA
 4463 EH 478 EH 134 EH 134 EH 3426 EH

Fare Type

Normal adult business class

	Pricing Unit 1	Pricing Unit 2
FCP		
NUC		
RULE		
MPM		
TPM		
EMA		
EMS		
HIP		
RULE		
AF		
CHECK		
S		
Q		
TOTAL		
IROE		
LCF		

Note: Fare Construction formula for two pricing units. This table is for your use only. It will not be graded.



11. Which are the FCPs?
A. BOM-MIL and MIL-DLA
B. BOM-ZRH and ZRH-DLA
C. BOM-LON and LON-DLA
D. BOM-DLA and ZRH-MIL
12. What mileage surcharge applies to the first pricing unit?
A. 5M
B. 15M
C. 25M
D. There is no mileage surcharge
13. The applicable fare for the first pricing unit is _____
A. NUC 3275.16
B. NUC 3964.75
C. NUC 3776.96
D. NUC 3298.64
14. The applicable fare for the second pricing unit is _____
A. NUC 1808.68
B. NUC 3298.64
C. NUC 3964.75
D. NUC 5606.62
15. The lowest applicable total fare for the journey is _____
A. NUC 7263.39
B. NUC 4093.95
C. NUC 9671.37
D. NUC 5083.94
16. A backhaul plus up amount applies to _____ pricing unit(s).
A. neither of the
B. the first
C. the second
D. both
17. What is the Local Currency Fare, excluding TFCs?
A. INR 449755
B. INR 592665
C. INR 253500
D. INR 314795
18. Which is TRUE?
A. The journey can be priced as a single pricing unit
B. A HIF exception applies to one pricing unit
C. An EMS applies to one pricing unit
D. The FCPs for both pricing units are the same
19. Which is FALSE?
A. Both pricing units are constructed using Mileage Principle
B. Both pricing units do not require a backhaul check verification
C. The fare can be constructed as 2 one way pricing units
D. The fare can be constructed as 1 one-way pricing unit and 1 return pricing unit
20. If both stopovers in ZRH are changed to connections, the resulting fare would be _____
A. the same
B. lower
C. higher



Use the following information to answer questions 21 to 25:

ELECTRONIC TICKET RECORD

TV: 0751234567914 CUST: ISSUED: 30AUG PNR: N3DXM1
NAME: JIMENEX/RAFAEL MR IATA: 00000054
P: CASH

IN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
	IB	6403	Y	13SEP	MADMEX	1255	OK	YIF	OPEN
	IB	6402	Y	25SEP	MEXMAD	2035	OK	YIF	OPEN

FARE EUR 5469.00
TX PD 22.99 JD
TX PD EUR3.78 QV
TX PD 0.58 OG
TX PD 35.41 XD
TX PD 18.14 UK
TOTAL EUR 100.00AFC MAD IB MEX Q136.55 3304.81IB MAD 3304.81NUC 6746.17END ROE 0.810635

ORIGINAL ISSUE: 0751234567891 /08AUG MAD

EXCHANGE TICKET: 0751234567891 12

- On what date was the new journey priced?
A. 30AUG
B. 8AUG
C. 13SEP
D. 25SEP
- The exchange rate to be used to reassess the fare is the IROE effective on _____.
A. 8AUG
B. 30AUG
C. 13SEP
D. 25SEP
- 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
- The above exchange ticket displays collection of new TFCs. TRUE or FALSE?
A. True
B. False
- There is a Security Surcharge collected for this journey. TRUE or FALSE?
A. True
B. False

Use the following information to answer questions 26 to 30:
Refer to the following linear fare calculation extract.

Fare Calculation

RA LH DEL AI TYO JL YVR M FRATYO4154.76AC FRA2897.72P
FRATYO1257.05NUC8309.53END ROE0.810635



26. The Journey is a _____

- A. RT
- B. CT
- C. RTW
- D. TNOJ

27. Which is TRUE?

- A. The Subtotal applicable fare is more than the Minimum fare
- B. The Subtotal applicable fare is less than the Minimum fare
- C. The Subtotal applicable fare is equal to the Minimum fare
- D. There is no need to check the Minimum fare

28. The Global Indicator for the outbound fare component FRA-YVR is _____

- A. AT
- B. EH
- C. AP
- D. PA

29. The Subtotal applicable fare for this journey is _____

- A. NUC 7052.48
- B. NUC 8309.53
- C. NUC 4898.00
- D. NUC 5795.45

30. The Total fare in local currency, rounded to the next higher EUR, is _____

- A. EUR 5717.00
- B. EUR 3971.00
- C. EUR 6736.00
- D. EUR 4698.00

Use the following information to answer questions 31 to 35:
To price each routing, identify if OW, fares or 1/2 RT fares are required.

31. ROM - MIA - AMS

- A. OW FARES
- B. 1/2 RT FARES

32. BCN - GVA - surface - ZRH - MAD

- A. OW FARES
- B. 1/2 RT FARES

33. TLV - NBO - CAI

- A. OW FARES
- B. 1/2 RT FARES

34. OSL - NYC - STO - OSL

- A. OW FARES
- B. 1/2 RT FARES

35. SEL - SHA - surface - BJS - TYO

- A. OW FARES
- B. 1/2 RT FARES

Use the following information to answer questions 36 to 38:
Identify the permitted combinations of sub journeys and fare types.

26.

27.

28.

29.

30.

31.

32.

33.

34.

35.



Journey: MAD – MEX – CCS – NYC – WAS

- A. One single pricing unit using ½ RT fares
- B. Two OW pricing units using OW fares
- C. Two return sub journeys using ½ RT fares
- D. Two return sub journeys using OW fares

Journey: BJS – ZRH – AMM – BJS

- A. Two OW pricing units using OW fares
- B. Two RT pricing units using ½ RT fares
- C. One pricing unit using ½ RT fares
- D. One pricing unit using OW fares

Journey: YTO – PAR – SURFACE – EDI – LON – YMQ

- A. One single pricing unit using ½ RT fares
- B. One return pricing unit plus a OW domestic pricing unit
- C. Two OW pricing units using OW fares
- D. Both A and B

40. For the routing KUL – OSA – TYO – X/OSA – LAX, select the correct fare breakpoint to avoid the limitation on indirect travel.

- A. Pricing unit 1 KUL – OSA – TYO plus pricing unit 2 TYO – OSA – LAX
- B. Pricing unit 1 KUL – OSA – LAX plus side trip pricing unit 2 OSA – TYO – OSA
- C. Pricing unit 1 KUL – OSA plus pricing unit 2 OSA – TYO – X/OSA – LAX
- D. Both A and B

41. The linear fare calculation line displays fare construction according to _____.

- A. the mileage system
- B. a specified routing
- C. the lowest combination principle
- D. a local combination

Use the following information to answer questions 41 to 45:
Refer to the following rerouting situation.

Original routing	KUL EK DXB EK IST TK KUL
Original fare calculation	KUL EK DXB EK IST M3381.48TK KUL3381.48NUG6762.96END ROE3.4748
Date and place of issue	03NOV in KUL
Fare basis	CIF
Fare type code	BU
First date of travel	07NOV
Validating carrier	EK
Date/place of exchange transaction	05NOV in SIN
New date of departure from KUL	05NOV
New itinerary in business class	KUL EK DXB EK IST KM-MLA KM ZRH LX KUL

41. The change in routing requires a fare recalculation. The fare applicable to the new routing is the fare effective on

- A. 05NOV
- B. 07NOV
- C. 28NOV
- D. 03NOV



42. The new ticket is valid until _____ of the next year.

A. 03NOV
 B. 05NOV
 C. 28NOV
 D. 07NOV

43. The fare recalculation must be from _____.

A. KUL
 B. DXB
 C. IST
 D. MLA

44. The old fare paid was MYR23500.00. The new fare is MYR28000.00. What is the additional collection to be paid in SGD if 1 MYR = 0.3908 SGD?

- A. SGD 4500.00
 B. SGD 1759.00
 C. SGD 1758.60
 D. SGD 1758.00

45. How many flight coupons in the original ticket will be exchanged?

A. 3
 B. 2
 C. 1

46. Destinations _____ experience an equal amount of daylight and night hours.

A. near the North and South Poles
 B. between the Equator and the poles
 C. nearest to the Equator
 D. in the Northern Hemisphere

47. Air China's airline code is _____.

A. CA
 B. CX
 C. AG
 D. AB

48. Which country is featured as one of the ten most visited?

A. Saudi Arabia
 B. Switzerland
 C. Spain
 D. Singapore

49. A family vacation on a the Caribbean cruise would typically be a good suggestion for _____ seekers.

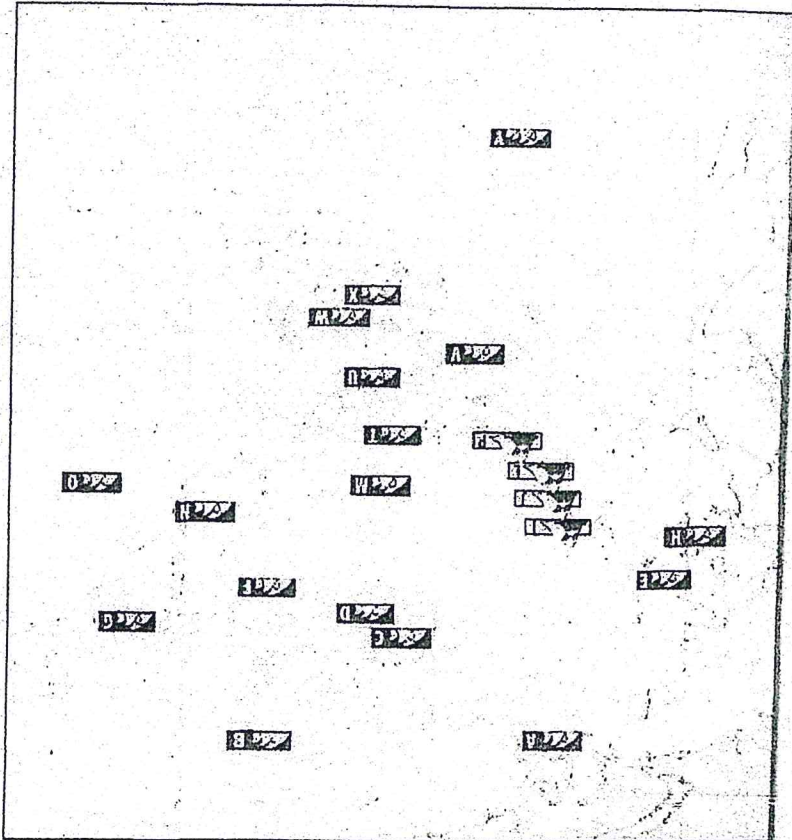
A. culture
 B. adventure
 C. status
 D. entertainment

Country	(+ local currency acceptance limited)	Currency Name	ISO Code	From NUC	Rounding Units
					Local Other Decimal Notes
		Alpha Numeric			Curr. Charges Units
Singapore		Singapore Dollar	SGD 702	1.31674	1 0.1 2

52. Which city is number 19?
A. Colombo
B. Dhaka
C. Manila
D. Kathmandu
53. The letter C is which country?
A. Pakistan
B. Nepal
C. India
D. Philippines
54. Which city is number 27?
A. Melbourne
B. Canberra
C. Sydney
D. Perth



Use the following information to answer questions 55 to 57.



55. What body of water is letter G?
- A. Sea of Japan
 - B. East China Sea
 - C. Sea of Okhotsk
 - D. South China Sea

56. The letter L represents which mountain?
- A. Kilimanjaro
 - B. McKinley
 - C. Goodwin Austin (K2)
 - D. Everest



57. What river is letter A?
A. Yenisey
B. Yangtze
C. Huang
D. Lena
58. Which rail pass offers overseas visitors unlimited travel in at least twenty European countries?
A. InterRail Pass
B. Eurail Global Pass
C. Eurail Select Pass
D. European Pass
59. What advantage is exclusive to holders of the "Green Car" version of the Japan Rail Pass?
A. Passengers travel exclusively on high speed trains
B. Passengers ride in a better class of service
C. Passengers travel on environment-friendly trains
D. Passengers are entitled to unlimited travel any time
60. All rail companies issue bar-coded electronic tickets and send them to the passenger's smart phone so a paper ticket is no longer needed. TRUE or FALSE?
A. True
B. False
61. Apart from shuttle trains which operate through major tunnels, which is true of car-carrying trains?
A. They run every day
B. Passes are accepted
C. They accept caravans
D. They mostly run overnight
62. Eurail and Interrail passes CANNOT be purchased _____
A. online
B. from major stations
C. from specialist rail agents
D. from the train guard
63. Which luxury train does NOT operate in India?
A. Blue Train
B. Maharajas' Express
C. Royal Orient
D. Palace on Wheels

68. What is a benefit of travelling by bus in Great Britain?
- A. Buses are faster than trains
 - B. There is more passenger room on the bus
 - C. Buses stop at more cities than trains
 - D. Bus seats are more comfortable than trains
69. Which applies to bus fares sold by National Express in Great Britain?
- A. Advance reservations are necessary before travelling
 - B. Return fares are equal to twice the one way fare
 - C. There are no fare discounts for children and seniors
 - D. They allow travel in Great Britain and continental Europe
70. What term represents scheduled bus transportation from an airport to a destination or service between airports?
- A. Charter
 - B. Operator
 - C. Shuttle
 - D. Commuter
71. A _____ is a type of niche accommodation categorized as a religious retreat.
- A. lodge
 - B. ryokan
 - C. monastery
 - D. ranch
72. What type of accommodation offers the least opportunity for a cultural experience?
- A. Farmhouses
 - B. Resorts
 - C. Castles
 - D. Guesthouses
73. 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
74. 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
 - D. Prospect new customers in community and social organizations
75. Which networking approach shares knowledge and expertise about accommodation products with a large consumer audience?
- A. Membership with a travel association
 - B. Online travel blogs
 - C. Radio advertising
 - D. Mailing leaflets
76. Which is the most practical approach to building a helpful information file on accommodation products?
- A. Establish files for properties recommended by your airline suppliers
 - B. Establish files only for properties that you can visit on familiarization tours
 - C. Establish files for all properties for which you receive brochures and information
 - D. Establish files for properties in your customers' most requested destinations



7. First-time cruise customers may be disappointed by _____
- A. the size of their cabins on board
 - B. the number of meals served on board
 - C. the entertainment offered on board
 - D. the need to call at ports
8. The Glacier Route and the Inside Passage are popular cruise routes for _____
- A. Alaskan Cruises
 - B. Caribbean Cruises
 - C. Mediterranean Cruises
 - D. Panama Canal Cruises
9. Which is TRUE of cruises of longer duration?
- A. They cost less than shorter cruises on average
 - B. They attract mostly retired and wealthy people
 - C. They offer the most activities to choose from daily
 - D. They sail fewer full days at sea, visiting more ports
80. Which term means "cruise ship cabin"?
- A. Stateroom
 - B. Lounge
 - C. Bar
 - D. Berth
81. The most popular cruise destination for North American residents is _____
- A. the Caribbean
 - B. the Mediterranean
 - C. Alaska
 - D. the Mississippi
82. Most cruise reservations are made by _____
- A. the airline transporting the traveler
 - B. using the agency's GDS system
 - C. calling the cruise reservation center
 - D. sending a deposit to the cruise company
83. Which is NOT one of the four basic types of groups in group travel?
- A. Promotional groups
 - B. Ready-made groups
 - C. Affinity groups
 - D. Last-minute groups
84. A business that is engaged in the selling of a tour product to the public is called a tour _____
- A. retailer
 - B. wholesaler
 - C. broker
 - D. packager
85. Which statement would be part of closing remarks a tour proposal letter?
- A. Thank you for contacting me to explore tour package vacations
 - B. The hotel is rated as a five star luxury hotel with free airport transfers
 - C. I plan to call you next week to find out which tour proposal you prefer
 - D. Below you will find departure and arrival details for the tour we propose
86. What is the benefit of selling group travel for an agency?
- A. Groups always travel in the same tourist season
 - B. First-time participants present opportunities for repeat business
 - C. Pricing will have a higher priority when there common interests
 - D. It will take less time to plan for a group than for an individual

87. Which task is part of the tour planning phase?
A. Marketing
B. Confirming tour dates
C. Estimating costs
D. Site Inspections
88. Error and Omissions Insurance protects the travel agency. TRUE or FALSE?
A. True
B. False
89. IATA accredited travel agencies collect money for airline ticket sales and settle payments with the _____
A. IATA Agency Administrator
B. airlines directly
C. IATA Clearing Bank
D. Travel Agency Commissioner
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. If the application to become an IATA agent is NOT approved, the applicant may request that the decision be reconsidered by the _____.
A. IATA Accredited Agent
B. Agency Services Manager
C. Travel Agency Commissioner
D. Airline Passenger Joint Council
92. Which term defines the process of registering a travel business with a department of the government?
A. Consumer protection
B. Licensing
C. Liability
D. Advertising
93. When should IATA accredited agents attempt to refund an electronic ticket in BSPLink?
A. Only when the document was not issued by the refunding agency
B. Only when the ticket is still retrievable in the GDS system
C. Only when the agent has enhanced access to BSPLink refund
D. Only when the agent cannot determine the refundable amount
94. IATA accredited travel agencies must _____.
A. sell only IATA member airlines
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 feature of social media?
A. It is not an effective commercial tool for business
B. Members communicate verbally to each other
C. It works through television and radio
D. Communication between members is interactive
96. Proper relationship management with agency customers results in _____.
A. more questions
B. repeat customers
C. service issues
D. better product knowledge

97. What is a challenge for businesses with a social media site?
- A. Attracting visitors to the social media site
 - B. Building relationships with the site's visitors
 - C. Monitoring customer comments and responses
 - D. The financial investment in setting up a site
98. In general, people use social networking sites like Facebook to _____.
- A. plan a vacation
 - B. share information
 - C. learn about other cultures
 - D. uploading a photograph
99. When selling by telephone, the best practice is for travel agents to _____.
- A. sell the agency's highlights
 - B. control the conversation with key questions
 - C. wait for the speaker to identify his needs
 - D. Insist on a personal visit
100. Once trust is established with a customer, the next step in the sales cycle is to _____.
- A. present a variety of travel destinations
 - B. determine the customer's needs
 - C. recommend the best product and price
 - D. anticipate the customer's objections