

**TRAVEL AND TOURISM FOUNDATION LEVEL (TTF12)**

**AIR TRANSPORT ESSENTIALS CAT**

**17 AUGUST 2012**

1. What is the SSR code for an elderly passenger needing support?
  - A. ELDR
  - B. SUPP
  - C. MAAS
  - D. ASST
  
2. Service information is a PNR field that
  - A. Communicates passenger needs to booked airlines
  - B. Notifies the flight crew of air craft servicing needs
  - C. Indicates the commission rate paid to travel agents
  - D. Generates a message to change to change a reservation
  
3. How does an OSI message differ from an SSR?
  - A. An OSI message is a mandatory element to complete a PNR
  - B. An OSI message does not require an airline confirmation
  - C. An OSI message is not related to passengers in a PNR
  - D. An OSI message is information for the travel agency only
  
4. An airline boarding pass only shows a passenger's name, the departure date and flight boarding time.
  - A. True
  - B. False
  
5. The 2-letter airline code for gulf air is \_\_\_\_\_
  - A. GA
  - B. GL
  - C. GF
  - D. GU
  
6. Baggage \_\_\_\_\_ is the term referring to the amount of luggage each passenger is permitted to transport free of charge
  - A. Tag
  - B. Allowance
  - C. Limit
  - D. Claim

7. What type of free baggage allowance system entitles a business class passenger to check- in a total of 158 centimeters in dimensions per checked luggage?

- A. Size System
- B. Excess System
- C. Piece System
- D. Weight System

8. Which statement is false?

- A. checked baggage is baggage that has been weighed by the airline check in agent
- B. unchecked baggage must be small enough to fit under an aircraft seat
- C. rules for the transport as passenger baggage are standard worldwide
- D. Excess baggage is luggage that weighs more than the free baggage weight allowed.

9. Reimbursement to the purchaser of all or a portion of an unused airline ticket is referred to as a \_\_\_\_\_

- A. Penalty
- B. Validity
- C. Downgrade
- D. Refund

10. The configuration of an aircraft refers to \_\_\_\_\_

- A. The aircraft manufacturer or type
- B. The size of flight crew on board
- C. How seats are arranged on an aircraft
- D. The gate number where an aircraft is parked

11. What type of agreement exists between two countries and defined the cities between which their airlines can fly and the conditions that apply?

- A. Warsaw convention
- B. Free sale agreement
- C. Bilateral agreement
- D. Code share agreement

**Refer to the OAG Flight Schedule Extract attached at the back page to answer questions 12 to 19.**

12. What time does flight AR 134 leave Buenos Aires on Friday May 12<sup>th</sup>?

- A. 2020
- B. 2110
- C. 1400
- D. 2140

13. Which non-stop flight departs Buenos Aires and arrives in Madrid on the same date?

- A. NM1262
- B. 1B6842
- C. NM1212
- D. 1B6846

14. Which city does flight RG8641 connect to RG8714?

- A. BOG
- B. LIS
- C. GIG
- D. GRU

15. Flight AR 1134 arrives at the Madrid airport in which terminal?

- A. One
- B. Two
- C. Three
- D. Four

16. Flight AV088 connecting to AV010 operates \_\_\_\_\_

- A. Tuesday, Thursday, Saturday Sunday
- B. Every day of the week
- C. Monday, Wednesday and Friday
- D. Only on Saturday and Sunday

17. Which non-stop flight operates only on Monday?

- A. NM1222
- B. 1B 6846
- C. AR 1132
- D. NM 1272

18. A passenger departing Buenos Aires at 11:40 on flight RG8649 arrives in Madrid \_\_\_\_\_ than a passenger leaving at 0800 on flight AV088?

- A. Earlier
- B. Later

19. What is the connecting time in Rio De Janeiro (GIG) if a passenger travels on RG 8613 and RG7374 and there is no time difference between Buenos Aires and Rio De Janeiro?

- A. 1 hour and 15 minutes
- B. 2 hours
- C. 3 hours
- D. 4 hours and 15 minutes

20. The 2- letter code for Japan Airlines is

- A. JA
- B. JP
- C. JL
- D. JN

21. The special service request code "UMNR" means \_\_\_\_\_

- A. A child travelling without an accompanying adult.
- B. A deportee travelling without an accompanying officer
- C. A vegetarian meal request
- D. A Wheelchair request.

22. A passenger is holding a ticket document issued for travel on Lufthansa airlines the passenger's reservation has been changed to travel on British airways. The process by which Lufthansa airlines allows its ticket document to be flown on a British airways service is called \_\_\_\_\_

- A. Revalidation
- B. Endorsement
- C. Overbooking
- D. Rerouting

23. Infants are defined as children who are

- A. Less than three years old
- B. Less than two years old
- C. Exactly two years old
- D. More than two years old

24. An open ticket is purchased for a journey by air when \_\_\_\_\_

- A. No flights are reserved at the time of ticket purchases
- B. All flight segments are fully sold out and waitlisted
- C. All flights are available, reserved and confirmed
- D. No flights are confirmed but are on request status

25. The 2-letter airline code for Varig is

- A. VR
- B. VG
- C. VA
- D. RG

26. The 2-letter airline code AY stands for

- A. Austrian airlines
- B. All Nippon airways
- C. Aeroflot
- D. Finnair

27. The SSR code for a passenger in transit without a visa is

- A. TWOV
- B. PTWV
- C. TPWV
- D. PWPC

28. A single flight on which seats are shared and sold by two airlines is called

- A. A joint flight
- B. An indirect flight
- C. A code share flight.
- D. A charter flight

29. Passengers arriving at a particular airport can collect their bags from the check-in counter

- A. True
- B. False

30. Which of the following is an in-flight service?

- A. Duty-free shopping
- B. beverage service
- C. demonstration of safety and emergency features
- D. all of the above