



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

CAT

IATA/SAFETY SECTION

**SUBJECT: TECHNOLOGY IN THE TRAVEL
INDUSTRY**

STREAM: TTF NO: 13

Duration: 2 Hrs

DAY/DATE: Monday, 18/02/2013

TIME: 2.00 – 4.00 P.M

INSTRUCTIONS TO CANDIDATE:

1. *This paper consists of SIX (6) printed pages*
2. *Answer ALL the questions.*
3. *Possible marks 30/30.*

1. What feature is provided by the internet and cannot be provided by GDS systems?
 - A. virtual pictures and videos of attractions and travel products
 - B. The sale of travel products such as airline tickets
 - C. information on a destinations passport and visa requirements
 - D. The ability to invoice customers for services and products sold

2. The function of agency back office systems is to produce _____
 - A. passenger airline tickets
 - B. passenger itinerary receipts
 - C. destination information for travel agents
 - D. accounting and customer reports

3. How do websites help travel agents?
 - A. Websites produce clear and professional vouchers
 - B. Websites reduce communication costs and time
 - C. Websites quickly provide information on destinations
 - D. Websites collect and organize customer information

4. A software program that can create charts and graphs from a set of data is _____
 - A. Adobe Photoshop
 - B. Microsoft Access
 - C. Microsoft Excel
 - D. Microsoft Outlook

5. Which software tool is useful in creating visual presentations?
 - A. Microsoft Word
 - B. Microsoft PowerPoint
 - C. Microsoft Outlook
 - D. Microsoft Project

6. Which tool is used to copy a paper document to a computer file for electronic storage?
 - A. A scanner
 - B. A memory stick
 - C. A personal digital assistant
 - D. A flash drive

7. When a travel agent makes a new reservation in the agency Global Distribution System (GDS), which action closes the reservation automatically.
 - A. A sends a copy of the PMB to the passenger
 - B. assigns it a unique reference number
 - C. issues a billing statement to the passenger
 - D. performs a quality check on the reservation

8. The Global Distribution System (GDS) is a _____
 - A. marketing tool used to promote a travel agency
 - B. computerized data base of customer information
 - C. system used to communicate with customers
 - D. selling tool for travel products and services

9. The Global Distribution Systems are capable of generating standard documents and invoices linked to customer reservations.
 - A. True, but an interface with the agency's back-office system is required.
 - B. True, but such documents cannot be produced on hardcopy paper format
 - C. False, as Global Distribution Systems are not web-based systems
 - D. False, as Global Distribution Systems are only able to produce electronic records

10. Which is a good example of a travel agent's use of the Internet?
 - A. Message spamming
 - B. Virus spread
 - C. Data storage
 - D. information research

11. Which statement about the Internet is true?
 - A. The Internet is a privately owned network for paying subscribers
 - B. The Internet is not accessible to personal home computers
 - C. The Internet is available to the public without subscription fees
 - D. The Internet is a small computer network connected to a larger one

12. Which is not a function of GDS systems for travel agencies?
 - A. Create sales reports and customer databases
 - B. issue electronic travel documents such as tickets
 - C. Provide visa or passport information for destinations
 - D. Make changes to existing travel reservations

13. Which electronic memory storage device is portable but cannot store files with video or audio features?
 - A. GDS
 - B. CD
 - C. DVD
 - D. CPU

14. What is the name of the main processing element of a computer, that interprets and actions the instructions of a computer programme?
 - A. keyboard
 - B. monitor
 - C. software
 - D. CPU

15. CRS is the abbreviation for
 - A. Controlled Reservation System
 - B. Computerized Recording System
 - C. Computer Reservation System
 - D. Central Reservation System
16. Most GDS systems can provide an agent with the latest information regarding passports, visas and health requirements.
 - A. True
 - B. False
17. Customer information that is organized and saved in a computerized database will help travel agents
 - A. spend less time on the telephone
 - B. increase their marketing and sales potential
 - C. automate ticketing functions
 - D. B & C
18. Through a travel agency website a customer may
 - A. find information on Great Britain
 - B. request a hotel reservation in Paris
 - C. look at the cruise package prices
 - D. A and C only
 - E. A, B and C
19. What is the best reason for using a Global Distribution System?
 - A. to print out standard itinerary documents
 - B. to organize travel agency accounting procedures
 - C. to have access to a high number of travel products for sale.
 - D. to change flight segments for your clients after their trip.
20. What is the purpose of Global Distribution System (GDS) for travel agents?
 - A. it is a tool useful to market or promote the travel agency
 - B. it is a computerized database of customer information
 - C. it is an electronic communication system with customers
 - D. it is a selling tool for travel products and services
21. The electronic and mechanical components of a computer are called?
 - A. software
 - B. hardware
 - C. interface

22. SITA is the name of
- A. an airline
 - B. a travel agency chain
 - C. a GDS system.
 - D. a telecommunications company
23. The main use of the of the internet is
- A. communication
 - B. information gathering
 - C. marketing
 - D. A & B only
 - E. A, B & C
24. Which is a direct function provided by the Internet and not usually provided by GDS systems?
- A. Virtual pictures and videos of attractions and travel products
 - B. The sale of travel products such as airline tickets
 - C. information on a destination's passport and visa requirements
 - D. The ability to invoice customers for services and products sold
25. The worldwide network of computer networks, linked to each other via telecommunications links is called the _____
- A. World Wide Web
 - B. Global Distribution System
 - C. Internet
 - D. Website
26. Which software can programme personal computer accessories such as the keyboard and printer?
- A. Windows
 - B. MS Office
 - C. GDS
 - D. Internet

27. What is the main difference between a GDS (Global Distribution System) and a CRS (Computer Reservation System)?
- A. The passenger's name is not required in a GDS reservation; the passenger's name and telephone number is required in a CRS reservation:
 - B. The GDS system is used only to find information; the CRS system is used to make reservations with travel suppliers.
 - A. The GDS system offers hotel and car rental products; the CRS system offers only airline products.
 - B. The GDS system neutrally promotes all travel products; the CRS system favours the products of a single airline.
28. The function of the back office systems is the provision of destination information.
- A. True
 - B. False
29. A search engine is an application that facilitates searching for information on the World Wide Web.
- A. True
 - B. False
30. Every PNR is given a unique reference number once you have closed and saved the passenger's reservation.
- A. True
 - B. False