

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1560(E)(J22)H
JUNE EXAMINATION**

**NATIONAL CERTIFICATE
TRAVEL SERVICES N5**

(22030145)

**22 June 2016 (X-Paper)
09:00–12:00**

OPEN-BOOK EXAMINATION

REQUIREMENTS: Candidates will require the 2016 Fares within Africa handout.

Candidates may use their DTT Manual.

Calculators may be used.

This question paper consists of 15 pages and 2 addenda.

CANDIDATES MUST COMPLETE THE FOLLOWING:

EXAMINATION NUMBER:

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CENTRE NUMBER:

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TO BE COMPLETED BY MARKER:

TOTAL MARKS OBTAINED:

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PERCENTAGE:

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EXAMINATION NUMBER:

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**DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA**

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

TIME: 3 HOURS

MARKS: 200

INSTRUCTIONS AND INFORMATION

1. This is an open-book examination, but individual work is required.
 2. ALL the questions must be answered on the QUESTION PAPER. NO ANSWER BOOK is necessary. Remember to write your EXAMINATION NUMBER in the space provided at the top of each page.
 3. Answer ALL the questions.
 4. Read ALL the questions carefully.
 5. Show ALL calculations.
 6. VAT is 14% (show decimals after the comma, do not round off).
 7. Use fares and taxes as given in the DTT manual, the 2016 Fares within Africa handout and the 2-page DTT FA ITM 2016 (attached).
 8. Documents are to be completed in pen. No TIPPEX is allowed on documents. Should any error be made, the candidate must request a new TABLE/TEMPLATE from the invigilator.
 9. Write neatly and legibly.
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EXAMINATION NUMBER:

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SECTION A

QUESTION 1

1.1 Fill in the city codes of the following cities and the provinces where they are located in the spaces below.

1.1.1 Polokwane

1.1.2 MalaMala

1.1.3 East London

1.1.4 Plettenberg Bay

1.1.5 George

1.1.6 Upington

1.1.7 Mmabatho

1.1.8 Lanseria

1.1.9 Bloemfontein

1.1.10 Margate

CITY CODE	PROVINCE NAME
1.1.1	
1.1.2	
1.1.3	
1.1.4	
1.1.5	
1.1.6	
1.1.7	
1.1.8	
1.1.9	
1.1.10	

(10 x 2) (20)

EXAMINATION NUMBER:

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1.2 Explain to your customer what is meant by fill it, bag it and carry on with regard to LAG.

(6)

1.3 What additional information must appear in the booking form of a medically impaired passenger?

(4)

1.4 Define *traffic*.

(4)

1.5 What do the following codes represent?

	CODE	AIRLINE
1.5.1	ZC	
1.5.2	UU	
1.5.3	S8	
1.5.4	MS	
1.5.5	TC	
1.5.6	QM	

(6 × 1)

(6)

[40]

TOTAL SECTION A: 40

EXAMINATION NUMBER:

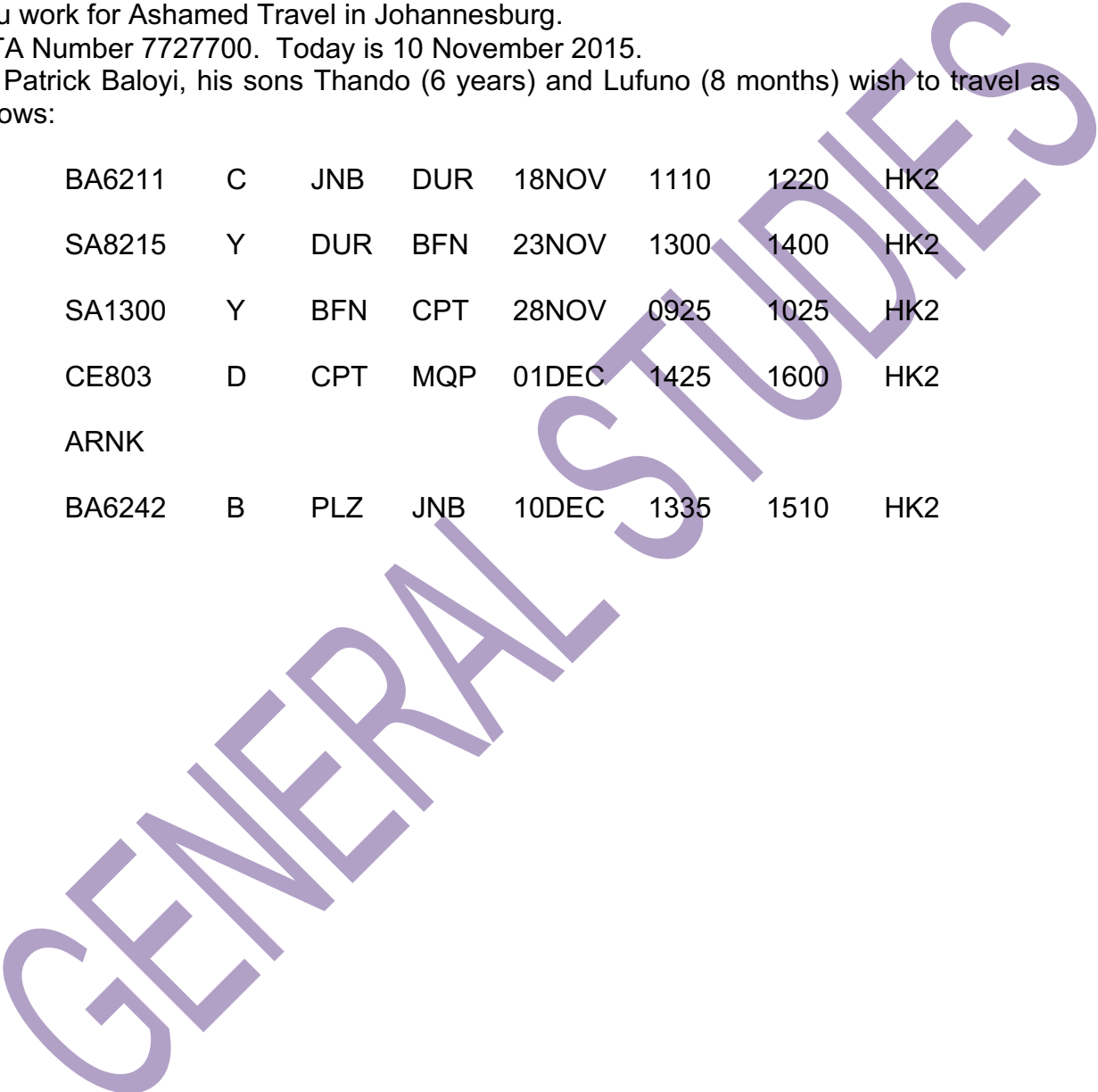
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SECTION B

QUESTION 2

You work for Ashamed Travel in Johannesburg.
IATA Number 7727700. Today is 10 November 2015.
Mr Patrick Baloyi, his sons Thando (6 years) and Lufuno (8 months) wish to travel as follows:

- 1. BA6211 C JNB DUR 18NOV 1110 1220 HK2
- 2. SA8215 Y DUR BFN 23NOV 1300 1400 HK2
- 3. SA1300 Y BFN CPT 28NOV 0925 1025 HK2
- 4. CE803 D CPT MQP 01DEC 1425 1600 HK2
- 5. ARNK
- 6. BA6242 B PLZ JNB 10DEC 1335 1510 HK2



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2.1 Calculate the fare for adult, child and infant.

FROM/TO	CARR	CLASS	ADULT	CHILD	INFANT
FARE					
ROUNDED					
VAT					
PSC					
YQ					
YR					
SC					
TOTAL					

(30)

EXAMINATION NUMBER:

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2.3 Complete the SCCC Form for the above ticket. The approval code is PPXZ

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS			STANDARD CREDIT CARD CHARGE FORM				DATE AND PLACE OF ISSUE						
			AIRLINE NUMERIC CODE		2. AGENT & CONTRACTOR COPY				DATE OF ISSUE		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24 _____		
X		OTATO NO.		CONNECTION OF PASSENGER WITH SUBSCRIBER		APPROVAL CODE							
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		COMPLETE ROUTING		FARE BASIS		CARRIER		AIRLINE FORM		SERIAL NO.		CHECK DIGIT	
				TICKETS NOT TRANSFERABLE No Cash Refunds									
				CREDIT CARD CODE									
CURR. }		FARE		TOTAL		CUSTOMER FILE REFERENCE							
CURR. }		TAX											
CURR. }		EQUIV. AMT PD											

(10)

2.4 Show the TAT entry for the adult passenger.

(5)
[65]

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QUESTION 3

3.1 Differentiate between the two types of EMDs.

(2 × 2) (4)

3.2 Name ALL EIGHT broad categories of RFIC.

(8 × 1) (8)

3.3 What RFIC and RFISC codes would be applicable for the following services?

SERVICE	RFIC	RFISC
Lounge access		
Change in reservation fee		
Firearms		
Tour land arrangements		
Vegetarian meal		

(5 × 2) (10)

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3.4 Fraudsters sometimes pay for air travel services using fraudulent credit cards.

Identify and name FOUR situations which should alert suspicion of a credit card being used fraudulently.

(4 × 1)

(4)
[26]

QUESTION 4

You work for City Centre Travel in George. Mr Andile Jim wishes to travel as follows: He will pay by cash, booking reference number XXPL/1G

1. SA 8510 J 05JAN GRJJNB HK1 0700 0900

2. SA 8511 Y 10JAN JNBGRJ HK1 1730 1900

4.1 Calculate the fare.

FROM/TO	CARRIER	FARE
FARE	ZAR	
PSC	ZAR	
VAT	ZAR	
YR	ZAR	
SC	ZAR	
TOTAL	ZAR	

(10)

EXAMINATION NUMBER:

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4.2 Issue the ticket

FROM TO		ENDORSEMENTS/RESTRICTIONS (CARBON)			ORIGIN/DESTINATION			AUDIT COUPON						
CARR. FARE CALC.		NAME OF PASSENGER			BOOKING REF.			PLACE OF ISSUE - AGENCY						
		NOT TRANSFERABLE			DATE OF ISSUE			ISSUED IN EXCHANGE FOR						
		CONJUNCTION TICKETS			ORIGINAL ISSUE			AGENT'S NUMERIC CODE						
		NOT GOOD FOR PASSAGE			CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
		FROM												PCS WT
		TO												PCS WT
		TO												PCS WT
		TO												PCS WT
		TO												PCS WT
		TO			TOUR CODE			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY						
TOTAL FARE CALC		FORM OF PAYMENT												
FARE											CPN AIRLINE CODE FORM AND SERIAL NUMBER CK			
TOTAL											6289547593 7			
CURRENCY		CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT	DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE								

FROM TO		ENDORSEMENTS/RESTRICTIONS (CARBON)			ORIGIN/DESTINATION			AUDIT COUPON						
CARR. FARE CALC.		NAME OF PASSENGER			BOOKING REF.			PLACE OF ISSUE - AGENCY						
		NOT TRANSFERABLE			DATE OF ISSUE			ISSUED IN EXCHANGE FOR						
		CONJUNCTION TICKETS			ORIGINAL ISSUE			AGENT'S NUMERIC CODE						
		NOT GOOD FOR PASSAGE			CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
		FROM												PCS WT
		TO												PCS WT
		TO												PCS WT
		TO												PCS WT
		TO			TOUR CODE			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY						
TOTAL FARE CALC		FORM OF PAYMENT												
FARE											CPN AIRLINE CODE FORM AND SERIAL NUMBER CK			
TOTAL											6289547594 2			
CURRENCY		CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT	DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE								

(10)

4.3 Mr Andile Jim is in Johannesburg (already flown GRJJNB) and wish to fly to DUR before returning to GRJ. His new travel arrangements are as follows:

1. SA 8510 Y JNB DUR 08 JAN HK1 1150 1300
2. SA 8511 Y DUR JNB 15 JAN HK1 1700 1830
3. SA 8510 Y JNB GRJ 18 JAN HK1 1300 1500

He will pay the extras by cash.

EXAMINATION NUMBER:

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4.3.1 Recalculate the fare and work out the difference in fare.

OLD FARE CALCULATION

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YQ/YR	ZAR	
TOTAL	ZAR	

NEW FARE CALCULATION

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YQ/YR	ZAR	
TOTAL	ZAR	

NEW FARE		OLD FARE		FARE DIFF	
NEW VAT		OLD VAT		VAT DIFF	
NEW PSC		OLD PSC		PSC DIFF	
NEW SC		OLD SC		SC DIFF	
NEW YR/YQ TAX		OLD YQ/YR TAX		DIFF YR /YQ	
				TOTAL	

(15)

EXAMINATION NUMBER:

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4.3.2 Re-issue the ticket. Booking reference number ARUV/1G

FROM/TO		ENDORSEMENTS/RESTRICTIONS (CARBON)				ORIGIN/DESTINATION				AUDIT COUPON			
CARR.	FARE CALC.					BOOKING REF.				PLACE OF ISSUE - AGENCY			
		NAME OF PASSENGER		NOT TRANSFERABLE	DATE OF ISSUE		ISSUED IN EXCHANGE FOR						
		CONJUNCTION TICKETS		ORIGINAL ISSUE		AIRLINE FORM SERIAL NO.		PLACE DATE		AGENT'S NUMERIC CODE			
X	NOT GOOD FOR PASSAGE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS		NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK	
	FROM											PCS	WT
	TO											PCS	WT
	TO											PCS	WT
	TO											PCS	WT
	TO											PCS	WT
		FORM OF PAYMENT				TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY			
TOTAL FARE CALC										SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET			
FARE	EQUIV. FARE PD.	TAX	TAX	TAX	CPN	AIRLINE CODE	FORM AND SERIAL NUMBER		CK				
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT	6289547593 7							

THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS PURCHASED FROM AN AUTHORIZED TRAVEL AGENT.

PROCESSED BY PRINT CENTRAL

(15)
[50]

EXAMINATION NUMBER:

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QUESTION 5

Today is 12 Dec 2014. You have made the following reservation.

Mr Gaynin Rai

QM 601 Y 01DEC JNB BLZ 1200 1500 HK1

QM 602 Y 28DEC BLZ JNB 1600 1900 HK1

Form of payment: CHEQUE
Booking reference: MLWI/1G

5.1 Calculate the airfare including taxes using Rule A019 from the ITM.

FROM/TO	CARRIER	FARE

(8)