

## higher education & training

Department: Higher Education and Training REPUBLIC OF SOUTH AFRICA

N1600**(E)**(D2)H NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

### **TRAVEL SERVICES N5**

(22030145)

2 December 2016 (X-Paper) 09:00–12:00

**OPEN-BOOK EXAMINATION** 

Candidates need the 2016 DTT Fares handout and ITM as well as the 2016 GSA magazine. Calculators may be used, as well as the 2016 DTT manual or other textbooks, student portfolios containing class notes, assignments and tests.

This question paper consists of 14 pages.

# TO BE COMPLETED BY CANDIDATES: **EXAMINATION NUMBER: CENTRE NUMBER:** TO BE COMPLETED BY MARKER: **PERCENTAGE: TOTAL MARKS OBTAINED:**

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

-3-

NATIONAL CERTIFICATE TRAVEL SERVICES N5 TIME: 3 HOURS MARKS: 100

#### INSTRUCTIONS AND INFORMATION

- 1. Answer ALL the questions.
- 2. This is an open-book examination, but individual work is required.
- 3. ALL QUESTIONS MUST BE ANSWERED ON THE QUESTION PAPER.
- 4. Read ALL the questions carefully.
- 5. Number the answers according to the numbering system used in this question paper.
- 6. Show ALL calculations.
- 7. VAT is calculated at 14%.
- 8. Candidates may request an extra copy of the answer sheets from the invigilators, but do so at risk of time loss.
- 9. Use fares and taxes as given in the 2016 DTT Fares handout.
- 10. Documents are to be completed in pen. No TIPPEX is allowed on documents.
- 11. Write neatly and legibly.

EXAMINATION NUMBER:							

#### **SECTION A**

#### **QUESTION 1**

1.1 Indicate the codes of the following cities and name the countries in which they are situated:

-4-

CITY	CODE	COUNTRY
Abidjan		
Bangkok		
Boston		
Buenos Aires		
Francistown		
Graz		
Helsinki		
Khartoum		
Manchester		
Lyon		

1.2 Give the miscellaneous codes for each of the following terms:

TERM	CODE
Country of payment	
International Tariffs Manual	
Ticket time limit	
Taxes, fees and charges	
Round trip	
Combined taxes	
Refund application authority	
Global distribution system	
Circle trip	
Country of commencement of travel	

(10)

(20)

-5-

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Give the THREE wheelchair codes and wri	te down the r	neaning of	each.
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EXAMINATION NUMBER:							

#### **SECTION B**

Use the DTT 2016 Fares handout to answer the questions.

#### **QUESTION 2**

You are currently working for Shine On Travel, IATA Number 7726660. Today is 01 November 2016. Ms. Nicky Daniels and her daughter Portia (3 years) and son Jethro (9 months) wish to travel as follows:

1.	SA1311	Y	PLZ	ELS	05 NOV	0805 0	900	HK2
2.	ARNK						$\sim$	
3.	BA6233	В	CPT	DUR	18 NOV	0925	1110	HK2
4.	BA6200	С	DUR	JNB	22 NOV	1 200	1350	HK2
5.	ARNK			C				
6.	SA7700	Y	BFN	PLZ	26 NOV	0925	1020	HK2

2.1 Calculate the fare for the **adult**, **child and infant**.

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

(30)

EXAMINATION NUMBER:							

-7-

2.2 Issue the ticket for the **infant**. Form of payment: Diners Club3678 2020 4239 8001, expires 11/2018. Booking reference number: AJT998/IG

	-		ENDORSEMENTS/RESTRICTIONS (CARBON)		ORIGIN/DESTINATION						
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(20)



2.3 Complete the applicable credit card charge form for the ticket issued in QUESTION 2.2. The approval code is HRT001.

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			CREDIT CARD CODE				
CURR.		TOTAL	CUSTOMER FILE REFERENCE				
CURR. TAX							
CURR EQUIV.							scro
					*		(10)

2.4 Write down the TAT entry for the **adult** passenger.



EXAMINATION NUMBER:							

#### **QUESTION 3**

You are currently working for Melrose Travel in Cape Town and today's date is 05 October 2016. Mr. Shaun Bartlett wants to pay for his daughter Monique Styles to fly as follows.

SA 780	Y	11 OCT	KIM	JNB	0700	0800	HK1
SA 775	K	17 OCT	JNB	CPT	1025	1150	HK1
SA 431	Y	22 OCT	CPT	KIM	1100	1220	HK1

Their details are as follows:

Mr. Shaun Bartlett

19 Mandela Road, Manenberg Tel (021) 550 2789

**Miss Monique Styles** 

- 30 Diamond Street, Kimberley Cell 071 762 9911
- 3.1 Explain the process that you will follow in CPT, after Mr. Bartlett has accepted your quote to fly his daughter from Kimberley.

3.2

2 How would the fare for Monique's journey reach Kimberley and what documentation would be issued to her?

(4)

(4)

EXAMINATION NUMBER:							

3.3 Calculate the fare for Miss Styles.

FROM/TO		
	CARRIER	FARE
FARE	ZAR	
PSC	ZAR	
VAT	ZAR	
YQ	ZAR	
YR	ZAR	
SC	ZAR	
TOTAL	ZAR	(1

0)

EXAMINATION NUMBER:							

#### **QUESTION 4**

Miss Monique Styles got employed at a local travel agency in Cape Town. She will no longer return to Kimberley.

4.1 Recalculate the fare given in QUESTION 3.3 and work out the difference in fare.

FROM/TO			FROM/TO	]	$\bigvee$
	CARR	FARE CALC		CARR	FARE CALC
FARE	ZAR		FARE	ZAR	
VAT	ZAR		VAT	ZAR	
PSC	ZAR		PSC	ZAR	
SC	ZAR		SC	ZAR	
YQ/YR	ZAR		YQ/YR	ZAR	
TOTAL	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		OLD YR/YQ		DIFF YR/YQ	2
TAX					
				TOTAL	

(17)

EXAMINATION NUMBER:							

#### 4.2 Calculate the refund due to Miss Styles.

ORIGINAL FARE	VAT	PSC	SC TAX	YR TAX	
USED FARE	VAT	PSC	SC TAX	YR TAX	
FARE REFUND	VAT	PSC	SC TAX	YR TAX	
CANCELLATION FEE?	VAT				
ADMIN FEE	VAT				(10)

4.3 4.3.1 Differentiate between the TWO types of EMDs

Name all EIGHT broad categories of RFIC. 4.3.2

(8)

(4)

EXAMINATION NUMBER:							

4.3.3 Complete the missing RFIC and RFISC codes which would be applicable for the following services:

SERVICE	RFIC	RFISC
Duffel bag		
Media equipment		
Kayak		
Trip insurance		
Refundable balance		
Wheelchair – WCHR		
Unaccompanied minor escort		
Toy airplane		
Kosher meal		
Vegetarian meal		

(20) **[59]** 

EXAMINATION NUMBER:							

#### **QUESTION 5**

You work at Zazi travel in Johannesburg, IATA Number 7725544. Today's date is 28 OCT 2016.

5.1 You have made a reservation for an unaccompanied CHILD and have to calculate the airfare including taxes using rule A026 from the ITM.

1 CHD 10 YR	S		
MALOMBO/ A	DILLA	MSTR * CHD	
1. RK 410	Υ	10 NOV	JNB DLA HK1 1100 1300
2. RK 411	Y	18 NOV	DLA JNB HK1 1310 1510
FROM/TO		7	
		CARRIER	FARE

(10)

5.2 Advise Adilla Malombo's parents about the rules concerning a refund for cancellation and no show.

(2)

5.3 What is the minimum and maximum stay for this fare type?

(2)