



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:

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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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GENERAL STUDIES

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
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.
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EXAMINATION NUMBER:

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SECTION A**QUESTION 1**

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

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

(20)

- 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)

EXAMINATION NUMBER:

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1.3 Give the information that must appear in the reservation for an unaccompanied minor.

(4)

1.4 Give the THREE wheelchair codes and write down the meaning of each.

(3 × 2)

(6)
[40]

TOTAL SECTION A: 40

GENERAL STUDIES

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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 0900 HK2
- 2. ARNK
- 3. BA6233 B CPT DUR 18 NOV 0925 1110 HK2
- 4. BA6200 C DUR JNB 22 NOV 1 200 1350 HK2
- 5. ARNK
- 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: []

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

FROM/TO		ENDORSEMENTS/RESTRICTIONS (CARBON)								ORIGIN/DESTINATION						AUDIT COUPON							
CARR.		FARE CALC.		NAME OF PASSENGER				NOT TRANSFERABLE				DATE OF ISSUE		BOOKING REF.				PLACE OF ISSUE - AGENCY					
CONJUNCTION TICKETS				ORIGINAL ISSUE				AIRLINE		FORM		SERIAL NO.		PLACE		DATE		AGENT'S NUMERIC CODE					
X/O	NOT GOOD FOR PASSAGE			CARRIER	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS			NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE							
	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						SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET									
TOTAL FARE CALC.		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		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				NOT TRANSFERABLE				DATE OF ISSUE		BOOKING REF.				PLACE OF ISSUE - AGENCY					
CONJUNCTION TICKETS				ORIGINAL ISSUE				AIRLINE		FORM		SERIAL NO.		PLACE		DATE		AGENT'S NUMERIC CODE					
X/O	NOT GOOD FOR PASSAGE			CARRIER	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS			NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE							
	FROM															PCS	WT						
	TO															PCS	WT						
	TO															PCS	WT						
	TO															PCS	WT						
	TO			TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY						SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET									
TOTAL FARE CALC.		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		DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE													

(20)

EXAMINATION NUMBER:

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

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 X			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 ___						
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER			OTATO NO.		CONNECTION OF PASSENGER WITH SUBSCRIBER					APPROVAL CODE				
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 Write down the TAT entry for the **adult** passenger.

(5)
[65]

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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.

(4)

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

(4)

EXAMINATION NUMBER:

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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	

(10)

GENERAL STUDIES

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

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 YR/YQ		DIFF YR/YQ	

TOTAL

(17)

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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

(4)

4.3.2 Name all EIGHT broad categories of RFIC.

(8)

EXAMINATION NUMBER:

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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]

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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 YRS							
MALOMBO/ ADILLA MSTR * CHD							
1. RK 410	Y	10 NOV	JNB DLA	HK1	1100	1300	
2. RK 411	Y	18 NOV	DLA JNB	HK1	1310	1510	

FROM/TO	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)

EXAMINATION NUMBER:

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5.4 What is the fare basis/ticket designator on this fare type for this booking?
_____ (1)

5.5 Write the name of the passenger correctly as it should appear on the airline ticket.

_____ (2)
[17]

TOTAL SECTION B: 160
GRAND TOTAL: 200

GENERAL STUDIES