



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.

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TO BE COMPLETED BY CANDIDATES:

EXAMINATION NUMBER:

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TO BE COMPLETED BY MARKER:

TOTAL MARKS OBTAINED:

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PERCENTAGE:

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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 | |

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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**

EXAMINATION NUMBER:

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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 |
|---------|------|-------|-------|-------|--------|
| | | | | | |
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| | | | | | |
| FARE | | | | | |
| ROUNDED | | | | | |
| VAT | | | | | |
| PSC | | | | | |
| YQ | | | | | |
| YR | | | | | |
| SC | | | | | |
| TOTAL | | | | | |

(30)

[illegible]

Booking reference number: AJT998/IG

| | | | | | | | | | | | | | | | |
|-----------------|------------|------------------------------------|----------------------|----------------|------------|---|--------------|---|--|-------------------------|--|------------------|-----------------|-------|-----------------|
| 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/O | NOT GOOD FOR PASSAGE | | CARRIER | FLIGHT CLASS | DATE | TIME | STATUS | FARE BASIS | | NOT VALID BEFORE | NOT VALID AFTER | ALLOW | BAGGAGE CK UNCK |
| | | | FROM | | | | | | | | | | | | PCS |
| | | | TO | | | | | | | | | | | | PCS |
| | | | TO | | | | | | | | | | | | PCS |
| | | | TO | | | | | | | | | | | | PCS |
| | | | TO | | | | | | | | | | | | PCS |
| | | | TO | | | | | | | | | | | | PCS |
| | | | TO | | TOUR CODE | | | | | | | | | | |
| TOTAL FARE CALC | | FORM OF PAYMENT | | | | | | | PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY | | | | | | |
| | | | | | | | | | SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET | | | | | | |
| FARE | | EQUIV. FARE PD. | TAX | TAX | TAX | CNP | AIRLINE CODE | | FORM AND SERIAL NUMBER | | | | CK | | |
| TOTAL | | CURRENCY | CASH COLLECTION | CREDIT BALANCE | COMM. RATE | TAX AMOUNT | | <div style="text-align: center;"> 6289547593 7 </div> | | | | | | | |

DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|--|------------------------------------|--|-----------------|--|----------------------|--|----------------|--|------------|--|--------------------|--|---------------------|--|------------------|--|---|---------------|-----|-------------------------|--|------------|--|------------------|--|-----------------|--|----------------------|----|-----------------|--|----|--|--|
| FROM/TO | | ENDORSEMENTS/RESTRICTIONS (CARBON) | | | | | | | | | | ORIGIN/DESTINATION | | AUDIT COUPON | | | | THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE IF ISSUED BY THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT. | | | | | | | | | | | | | | | | | |
| 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/O | | 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 | | |
| | | | | | | | | | | TOUR CODE | | | | | | | | | | | | PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY | | | | | | | | | | | | | |
| | | | | | | FORM OF PAYMENT | | | | | | | | | | | | | | | | | | | | SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET | | | | | | | | | |
| TOTAL FARE CALC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE | | | | | | | | | | | |

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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.

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(5)
[65]

EXAMINATION NUMBER:

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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.

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

(4)

(4)

EXAMINATION NUMBER:

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| | | | | | | | | | | | | | | |
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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)

[illegible]

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

| 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 | |

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EXAMINATION NUMBER:

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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]

EXAMINATION NUMBER:

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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 |
|---------|---------|------|
| | | |
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(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