



higher education
& training

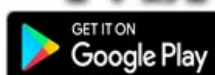
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE
NOVEMBER EXAMINATION
TRAVEL SERVICES N5

2 DECEMBER 2016

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SECTION A**QUESTION 1**

1.1

CITY	CODE	COUNTRY
Abidjan	ABJ	Cote D'Ivoire
Bangkok	BKK	Thailand
Boston	BOS	USA
Buenos Aires	BUE	Argentina
Francistown	FRW	Botswana
Graz	GRZ	Austria
Helsinki	HEL	Finland
Khartoum	KRT	Sudan
Manchester	MAN	United Kingdom
Lyon	LYS	France

(20)

1.2

TERM	CODE
Country of Payment	COP
International Tariffs Manual	ITM
Ticket time Limit	TTL
Taxes, Fees and Charges	TFC
Round Trip	RT
Combined taxes	XT
Refund Application Authority	RNAA
Global Distribution System	GDS
Circle Trip	CT
Country of Commencement of Travel	COC

(10)

- 1.3
- Full first name of the child
 - Age of the child
 - Address and telephone number of contact person meeting the child to departure and destination points
 - Language that the child speaks
- (4)

- 1.4
- WCHR –Wheelchair for the ramp
 - WCHS – Wheelchair for the steps
 - WCHC – Wheelchair up to cabin seat
- (3 × 2) (6)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1

FROM/TO	CARR	CLASS	ADULT	CHILD	INFANT
PLZ					
ELS	SA	Y	680,00	455,00	68,00
CPT					
DUR	BA	B	1 000,00	670,00	100,00
JNB	BA	C	1 210,00	820,00	130,00
BFN					
PLZ	SA	Y	1 250,00	837,00	125,00
FARE	ZAR		4 140,00	2 782,00	423,00
ROUNDED	ZAR			2 800,00	430,00
VAT	ZAR		579,60ZV	392,00ZV	60,20ZV
PSC	ZAR		190,00ZA	190,00ZA	NIL
YQ	ZAR		266,00YQ	266,00YQ	266,00YQ
YR	ZAR		280,00YR	280,00YR	280,00YR
SC	ZAR		24,00EV	24,00EV	24,00EV
TOTAL	ZAR		5479,60	3952,00	1060,20

(30)

2.2

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 HOME/PC CODE					
NOT GOOD FOR PASSAGE					CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS		NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE C/L-UNCL	
FROM															PCB	WT
TO															PCB	WT
TO															PCB	WT
TO															PCB	WT
TO															PLS	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		CR	
TOTAL					CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT	6289547593 7						

FROM TO		ENDORSEMENTS-RESTRICTIONS (CARBON)					ORIGIN/DESTINATION		AUDIT COUPON		THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS PURCHASED FROM AN AUTHORIZED TRAVEL AGENT									
CARR		FARE CALC					BOOKING REF.		PLACE OF ISSUE - AGENCY											
							ISSUED IN EXCHANGE FOR													
		NAME OF PASSENGER					NOT TRANSFERABLE		DATE OF ISSUE											
		CONJUNCTION TICKETS					ORIGINAL ISSUE		AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE											
		NOT GOOD FOR PASSAGE					EARNER		FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CLAIM		
		FROM																PCB	WT	
		TO																PCB	WT	
		TO																PCB	WT	
		TO																PLA	WT	
		TO																PLA	WT	
		FORM OF PAYMENT					TOLAR CODE													
		TOTAL FARE CALC																		
		FARE					EQUIV FARE PD.		TAX		TAX		TAX		CPR		AIRLINE CODE		FORM AND SERIAL NUMBER	CR
		TOTAL					CURRENCY		CASH COLLECTION		CREDIT BALANCE		COMM. RATE		TAX AMOUNT				6289547593 7	
																			DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE	

(20)

2.3

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	
X			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. }	EQUIP. AND PD						

(10)

2.4

PLZ	SA	ELS680.00/-CPT	BA	DUR1000.00BA	JNB1210.00/-
BFN	SA	PLZ1250.00ZAR4140.00	END XT	YR280.00YQ266.00	EV24.00

(5)
[65]

QUESTION 3

3.1 The creation of an ETKT in the GDS would follow the making of the reservation, thereafter Monique would be able to collect the paper copy of the ticket in Kimberley. (4)

3.2 After collecting the total fare amount the agent at Melrose Travel will do the required GDS entries to create an ETKT. She will advise Monique of the booking reference with which to collect the paper copy of the ticket in Kimberley. (4)

3.3

FROM/TO	CARRIER	FARE
KIM		
JNB	SA	920,00
CPT	SA	1 140,00
KIM	SA	1 390,00
FARE	ZAR	3 450,00
PSC	ZAR	147,00ZA
VAT	ZAR	483,00ZV
YR	ZAR	420,00YR
SC	ZAR	18,00EV
TOTAL	ZAR	4 518,00

(10)
[14]

QUESTION 4

4.1

FROM/TO			FROM/TO		
KIM	CARR	FARE CALC	KIM	CARR	FARE CALC
JNB	SA	920,00	JNB	SA	920,00
CPT	SA	1 140,00	CPT	SA	1 140,00
KIM	SA	1 390,00			
FARE	ZAR	3 450,00	FARE	ZAR	2 060,00
VAT	ZAR	483,00ZV	VAT	ZAR	288,40ZV
PSC	ZAR	147,00ZA	PSC	ZAR	99,00ZA
SC	ZAR	18,00EV	SC	ZAR	12,00EV
YQ/YR	ZAR	420,00YR	YQ/YR	ZAR	280,00YR
TOTAL	ZAR	4 518,00	TOTAL	ZAR	2 739,40

NEW FARE	2060,00	OLD FARE	3450,00	FARE DIFF	1390,00
NEW VAT	288,40	OLD VAT	483,00	VAT DIFF	194,60
NEW PSC	99,00	OLD PSC	147,00	PSC DIFF	48,00
NEW SC	12,00	OLD SC	18,00	SC DIFF	6,00
NEW YR/YQ TAX	280,00	OLD YR/YQ	420,00	DIFF YR/YQ	140,00
				TOTAL	-21 044,00

(17)

4.2

ORIGINAL FARE 3450,00	VAT 483,00	PSC 147,00	SC TAX 18,00	YR TAX 420,00
USED FARE 2060,00	VAT 288,40	PSC 99,00	SC TAX 12,00	YR TAX 280,00
FARE REFUND 1390,00	VAT 194,60	PSC 48,00	SC TAX 6,00	YR TAX 140,00
CANCELLATION FEE? 114,00	VAT 15,96			
ADMIN FEE	VAT			

(10)

- 4.3 4.3.1 EMD-A: The associated EMD-A is issued for services directly linked to a flight/flight coupon, for example excess baggage or a seat reservation.
EMDS-S: The stand-alone EMD can be used separately from an air ticket and can be issued for services which are independent for a flight. (4)

- 4.3.2
- Air transportation
 - Surface transportation
 - Non-air services
 - Baggage
 - Financial impact
 - Airport services
 - Merchandise
 - Inflight services
- (8)

4.3.3

SERVICE	RFIC	RFISC
Duffel bag	C	OW
Media Equipment	C	OIR
Kayak	C	OFT
Trip Insurance	D	OBG
Refundable Balance	D	991/996
Wheelchair – WCHR	E	OLH
Unaccompanied Minor Escort	E	OBH
Toy Airplane	F	OBF
Kosher Meal	G	OAO
Vegetarian Meal	G	OAR

(20)
[59]

QUESTION 5

- 5.1
- | FROM/TO | CARRIER | FARE |
|---------|---------|----------|
| JNB | | |
| DLA | RK | 1 845,00 |
| JNB | RK | 1 845,00 |
| | | |
| | | |
| FARE | ZAR | 3 690,00 |
| PSC | ZAR | 131,00ZA |
| | ZAR | 110,00WC |
| | ZAR | 6,00EV |
| TOTAL | ZAR | 3 937,00 |
| | | |
| | | |
- (10)
- 5.2 Before departure the refund is the fare paid less 20%, after departure no refund, but the nonrefundable amount may be used as a credit towards payment of any higher applicable fare. (2)
- 5.3 Minimum 6 days, maximum one month (2)
- 5.4 YPX1M (1)
- 5.5
- | |
|---|
| NAME OF PASSENGER
MALOMBO/ADILLA CHD |
|---|
- (2)
[17]

TOTAL SECTION B: 160
GRAND TOTAL: 200