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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:

CENTRE NUMBER:

TO BE COMPLETED BY MARKER:

TOTAL MARKS OBTAINED:

PERCENTAGE:

GENERAL STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N5
TIME: 3 HOURS
MARKS: 200

GENERAL STUDIES

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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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)

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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

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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)

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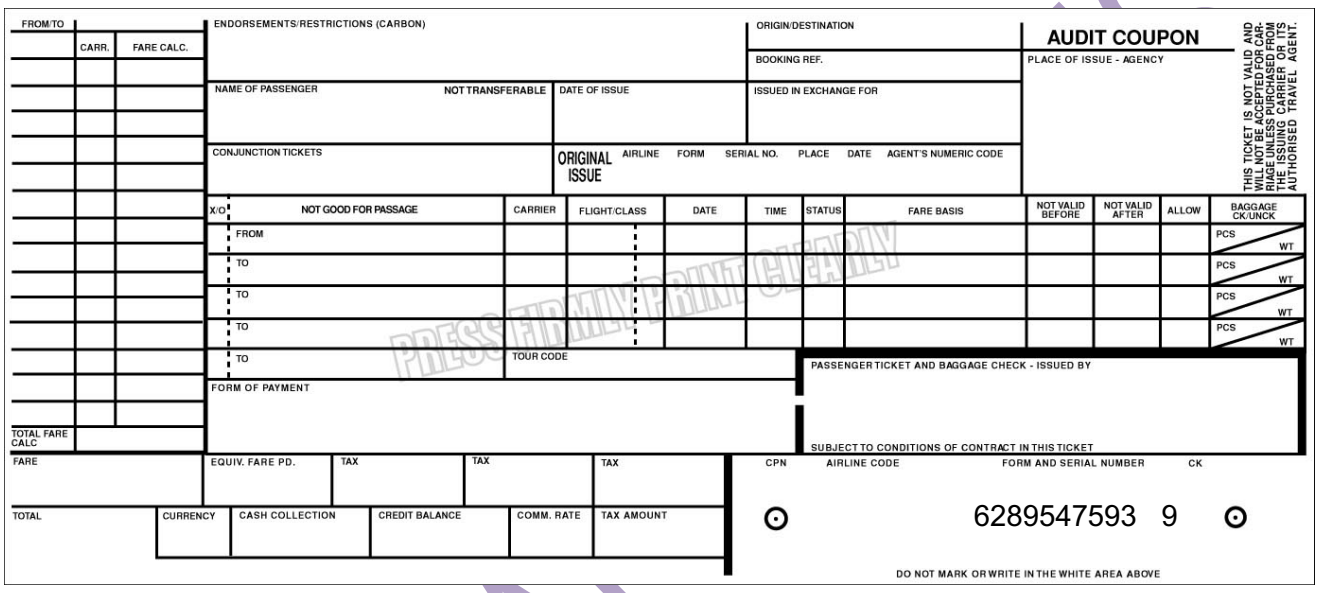
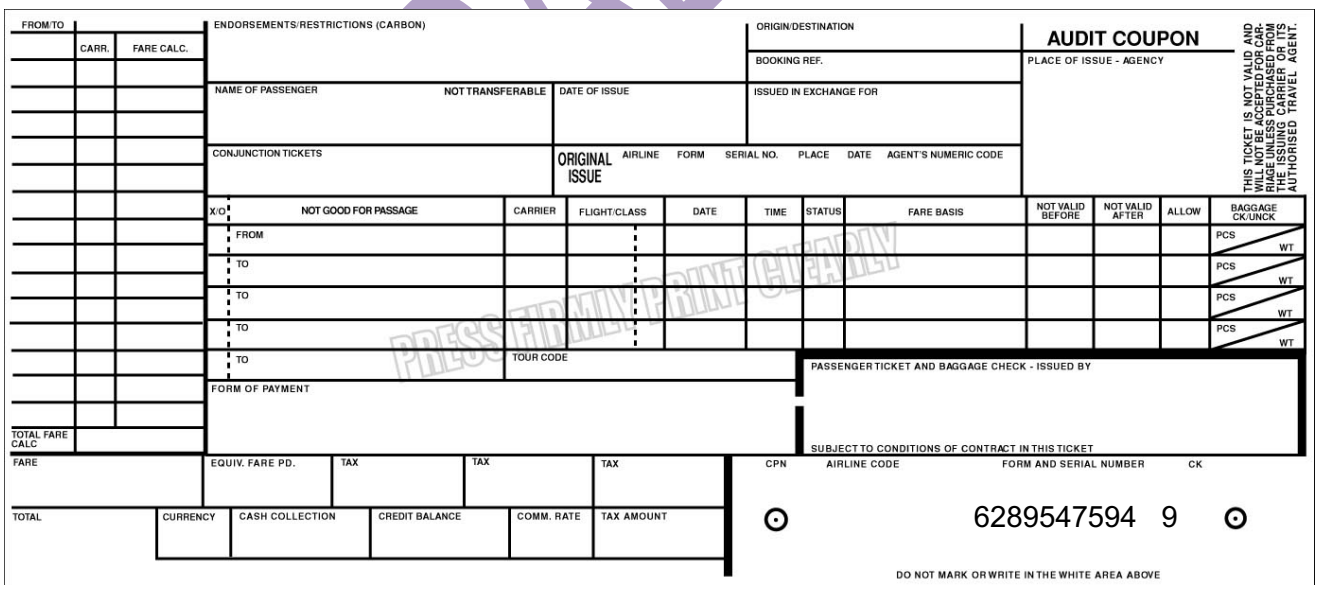
2.2 Issue the ticket for the child.
Form of Payment: Visa Card 7711000 45633 00009
EXP 10/18

Booking Reference WKLJ/1G





(20)

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2.3 Complete the SCCCF 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

X

STANDARD CREDIT CARD CHARGE FORM

AIRLINE NUMERIC CODE

2. AGENT & CONTRACTOR COPY

DATE OF ISSUE

IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS

6 12 24 ___

DATE AND PLACE OF ISSUE

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		

SCCCFY2K

(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]

GENERAL STUDIES

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)

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4.2 Issue the ticket

FROM/TO | CARR. | FARE CALC. | ENDORSEMENTS/RESTRICTIONS (CARBON) | ORIGIN/DESTINATION | **AUDIT COUPON**

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

THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS ISSUED FROM THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT.

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	TOUR CODE									

FORM OF PAYMENT | PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY

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

PRESS FIRMLY PRINT CLEARLY

FROM/TO | CARR. | FARE CALC. | ENDORSEMENTS/RESTRICTIONS (CARBON) | ORIGIN/DESTINATION | **AUDIT COUPON**

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

THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS ISSUED FROM THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT.

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	TOUR CODE									

FORM OF PAYMENT | PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY

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 | ⊙ 6289547594 2 ⊙

DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE

PRESS FIRMLY PRINT CLEARLY

(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	JNBDUR	08JAN	HK1	1150	1300
2.	SA	8511	Y	DURJNB	15JAN	HK1	1700	1830
3.	SA	8510	Y	JNBGRJ	18JAN	HK1	1300	1500

He will pay the extras by cash.

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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)

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

FROM/TO | CARR. | FARE CALC.

ENDORSEMENTS/RESTRICTIONS (CARBON)

ORIGIN/DESTINATION

BOOKING REF.

AUDIT COUPON

PLACE OF ISSUE - AGENCY

THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS ISSUED FROM THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT.

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	TOUR CODE									

PRESS FIRMLY PRINT CLEARLY

FORM OF PAYMENT

PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY

SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET

TOTAL FARE CALC

FARE	EQUIV. FARE PD.	TAX	TAX	TAX
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT

CPN AIRLINE CODE FORM AND SERIAL NUMBER CK

⊙ 6289547593 7 ⊙

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(15)
[50]

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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)

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