
**CTH LEVEL 2 DIPLOMA IN
TRAVEL RESERVATIONS
(OFQUAL - 601/3380/6)**

**QUALIFICATION
SPECIFICATION**

MARCH 2017

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INTRODUCTION

The purpose of this document is to explain the aims, structure, and content of the CTH Level 2 Diploma in Travel Reservations.

This document includes the learning outcomes, assessment criteria and indicative content for each unit. In this document, there is guidance relating to learning, teaching and assessment strategies for these qualifications and an explanation of the assessment quality assurance processes.

Aims of the qualification

The aims are to provide a qualification that:

- provides for an effective academic progression route;
- enables students to gain credit towards higher education;
- enables students to develop higher level academic skills that can be applied in a vocational context.

Entry requirements

Students do not need any prior background knowledge or experience.

CTH accredited centres will assess all applicants to ensure they are able to meet the demands of the course.

Students can study each unit as a standalone.

Qualification structure (rules of combination)

This vocational qualification is approved by Ofqual and is included on the Register of Regulated Qualifications.

The qualification is at Level 2 and designed to be 60 credits. The qualification conforms to the relevant level descriptors as developed by Ofqual. One credit represents ten hours of study at any specified level, therefore, this Diploma normally requires programmes of study that have been designed to include a minimum of 150 learning hours. This figure includes but is not limited to formal classes, self-study, revision and assessment. However, students completing this qualification should also be able to demonstrate their ability as independent students.

The credit values and unit structures for the qualification are set out in the following table.

The qualification structure is below, please note all units are mandatory.

CTH Level 2 Diploma in International Travel Reservations – 601/3380/6					
Students must achieve:					
<ul style="list-style-type: none"> all 3 Mandatory units, providing 60 credits i.e. a total of 60 credits at level 2 					
Min credit (Mandatory units): 60			Max credit (Mandatory units): 60		
Min GLH for qualification: 150			Max GLH for qualification: 150		
Mandatory units					
Unit title	L	CV	GLH	Ofqual no.	Assessment Method
The Sabre System	2	20	50	T/506/0148	Open book written examination
VA Earth	2	20	50	R/506/2778	Closed book written examination
VA Fares and Ticketing	2	20	50	R/505/9458	Open book written examination
		60	150		

This qualification provides for progression to other qualifications, particularly to CTH's qualification VA Fares and Ticketing at Level 3.

ASSESSMENT

Grading criteria

Individual units can be graded either as fail or pass so the qualification is either achieved or not achieved.

In terms of certification, this means that students will receive a transcript of their results showing the grades for each unit successfully completed, plus the Diploma that recognises their level of achievement. Note that the Diploma does not allocate a grade.

The following table explains the generic grading criteria that is used by CTH in conjunction with the unit mark sheets to assess all students' work.

GRADING CRITERIA

Level 2	Students who fail:	To achieve a pass students must:
	<ul style="list-style-type: none"> • do not meet the requirements of the assessment criteria and learning outcomes of the unit 	<ul style="list-style-type: none"> • meet the requirements of the assessment criteria and learning outcomes • demonstrate a level of understanding of key issues in the area of study • produce work that is well presented, clear and well structured

UNITS OF ASSESSMENT

Title	The Sabre System	
Unit purpose and aim(s)	This unit covers how to interpret and create passenger name records and understanding how to use the sabre system to create and amend a passenger air booking	
Ofqual ref	T/506/0148	
Level	2	
Credit value	20	
GLH	50	
Learning outcomes	Assessment criteria	Indicative content
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:	
1. Know how to interpret and create passenger name records	1.1 Identify and list the entries required for <ul style="list-style-type: none"> a) Encoding cities and airlines b) Checking availability c) Passenger names, phones, remarks, and addresses d) Frequent traveller information, other service information, and special service requests e) Ticketing Information f) Ending transactions g) Inserting Itinerary segments h) Displaying and reserving seats i) Cancelling and rebooking itinerary segments j) Payment 	<ul style="list-style-type: none"> • P- phone field R- received from field I- itinerary field N- name field T- ticketing time limit field (T) • Air availability responses • Creating itineraries • Selling from city pair availability • Selling by flight number • Enter a passive booking • Types of segment • Inserting and removing segments • Itinerary sequence • Cancellations and re-bookings • Duplicate bookings • Remarks • Passenger Information • Frequent flyer information • Other service information • Special service requests • Secure flight data • Modifications • Transactions • Ignoring/displaying PNR • Pre-reserved seats • Graphical seat maps • Error responses
2. Be able to understand how to use the Sabre system to create and amend a passenger air booking	2.1 Interpret entries of the Sabre system relating to: <ul style="list-style-type: none"> a) An availability display b) Fields in a PNR c) Fields in a fare display d) Fields in a price quote 	<ul style="list-style-type: none"> • Air availability and formats • Flight information and minimum connecting times • Displaying different fares and their rules • Quoting a price for different passenger types

	e) Fare rules f) Flight schedules g) Queues	<ul style="list-style-type: none">• Action and manage queues
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Title	VA Earth	
Unit purpose and aim(s)	This unit covers the location of the worlds continents and oceans, the capital cities for the main countries of the world according to the United Nations as well as an understanding of the principles of selling in the tourism and hospitality industry	
Ofqual ref	R/506/2778	
Level	2	
Credit value	20	
GLH	50	
Learning outcomes	Assessment criteria	Indicative content
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:	
1 List and identify the location of the worlds continents and oceans	1.1 List the seven continents of the world 1.2 Locate the seven continents on a world map 1.3 List the five oceans of the world 1.4 Locate the five oceans on a world map	<ul style="list-style-type: none"> • The names of the seven continents • Their location on a world map • What is meant by the term equator • Which continents lie on the equator • Temperate, Polar and Tropical regions • Climate • Factors which affect climate • Seasons • The North and the South Pole • The names of the oceans of the world • Their location on a world map • The continent/s that they border • Seas, gulfs, bays • Smaller bodies of saltwater that have become totally landlocked
2 Understand the principles of selling in the tourism and hospitality industry	2.1 Describe the relationship between sales and marketing 2.2 Describe the stages of the sales cycle and their impact on sales 2.3 Explain how to identify buyers and their buying motivations	<ul style="list-style-type: none"> • How many countries are there exactly in the world • The United Nations • Countries that do not meet the criteria of being a country. • Countries not included as members of the United Nations

	<p>2.4 Distinguish between features and benefits of a product or service</p> <p>2.5 Describe the use of sales targets and the stages and techniques for selling</p>	<ul style="list-style-type: none"> • Territories and colonies which are mistaken as countries, • UNESCO (United Nations Educational, Scientific and Cultural Organisation) • The names of the countries of the world • The continents on which they are found • Countries that border with specific given countries • Examples of transcontinental countries • Examples of landlocked countries • Examples of countries that have specific issues with their borders e.g. size, political unrest, sensitivities • Time Zones • Largest countries in the world • Smallest countries in the world
<p>3 List and identify the location of capital cities for the main countries of the world according to the United Nations</p>	<p>3.1 List each countries capital city</p> <p>3.2 Identify the location of capital cities</p>	<ul style="list-style-type: none"> • The capital cities of countries of the world • Their location in that country • Facts and information about capital cities of the world relating to climate, time zone, history, culture, environment and economy

Title	VA Fares and Ticketing	
Unit purpose and aim(s)	This unit covers an understanding of the different types of air fares relating to passenger travel, baggage allowances, taxes, fees and charges in relation to air fares, the different types of documentation used by airlines for ticketing and travel. It covers an understanding of how to calculate basic fares using the mileage system, the IATA fare areas in relation to quoting fares as well as how to identify and select discounted fares for passenger travel	
Ofqual ref	R/505/9458	
Level	2	
Credit value	20	
GLH	50	
Learning outcomes	Assessment criteria	Indicative content
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:	
1. Understand the different types of air fares relating to passenger travel	1.1 Identify the fare types based on the standard IATA fares 1.2 Calculate the lowest applicable Business and Economy class fares for a journey using the Passenger Air Tariff (PAT) showing the fare in local currency with the correct number of decimal points 1.3 Calculate minimum and maximum stays according to each specific rule restriction	<ul style="list-style-type: none"> • The class of service • The flexibility of the passenger's travel arrangements. • The 3 traditional travel classes • Definitions of the terms Long Haul and Short Haul • Characteristics that fares contain • Normal and Special fares • Fare types • Passenger codes • Fare hierarchy
2. Understand baggage allowances, taxes, fees and charges in relation to air fares	2.1 Identify free and excess baggage allowances 2.2 Identify the taxes, fees and charges applied to individual routings	<ul style="list-style-type: none"> • The Piece System • The Weight System • Excess baggage • Taxes fees and charges
3. Know the different types of documentation used by airlines for ticketing and travel	3.1 Interpret the data of either a VMCO or a VMPD 3.2 Interpret the data shown in the various areas of two electronic tickets	<ul style="list-style-type: none"> • VMCOs • VMPDs • Electronic tickets
4. Be able to calculate basic fares using the mileage system	4.1 Calculate normal fares for a given itinerary for a one way and a return trip using the PAT based on the following factors:	<ul style="list-style-type: none"> • The Mileage System • Ticketed Point Mileage • Fare Quote sheet • Fare Calculations • The Fare Ladder

	<ul style="list-style-type: none"> • Mileage System • Neutral Unit of Construction • Rate of Exchange • Rounding Units <p>4.2 Calculate both One-Way and Return itineraries using Excess Mileage Surcharge</p> <p>4.3 Construct a linear fare calculation</p>	<ul style="list-style-type: none"> • Currency Conversion • Neutral Unit of Construction (NUC) • Conversion to local currency – the rate of exchange (ROE) • Excess Mileage Allowance System • Excess Mileage Surcharge System • Routed Fares • Fare selection criteria
5. Understand IATA fare areas in relation to quoting fares	<p>5.1 Locate the IATA area of major cities</p> <p>5.2 Select the appropriate IATA sub-area for major cities of the world</p> <p>5.3 Apply the main Global Indicators to a given itinerary</p>	<ul style="list-style-type: none"> • Industry codes • IATA geography • Global indicators • Special services • IATA has divided the world into three areas to facilitate meetings within and between IATA airlines. This assists in the calculation and standardisation of airfares. These areas are known as IATA Area 1, 2 and 3 or also as Traffic Conference areas (TC) 1, 2 and 3. • IATA Sub-Areas • IATA Area 1 / Traffic Conference Area 1 <p>Using reference book to:</p> <ul style="list-style-type: none"> • Determine which country the city is located in. • Refer to coding or decoding pages. • Find the IATA Area the country is located in. • Refer to General Rules Abbreviations and Definitions-Areas. Select the applicable sub-area. • Refer to general rules, abbreviations and definitions-areas. • Global Indicators (GI) 2 letter codes. • The main global indicators • How Global Indicators are prioritised
6. Know how to identify and select discounted fares for passenger travel	6.1 Calculate the lowest price for a journey using the PAT, showing the fare in local currency with the correct number of decimal places	<ul style="list-style-type: none"> • International fares and rules for IATA carriers • The World-Wide Passenger Air Tariff • Passenger Air Tariff Books

	<p>6.2 Identify the correct fare basis and discount code</p> <p>6.3 Calculate the lowest applicable child and infant fare for a journey using the PAT</p>	<ul style="list-style-type: none">• Select, in Local Currency, the lowest applicable fare and fare basis for a given journey, and calculate the minimum and maximum stay dates
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APPENDIX A – SPECIMEN ASSESSMENT MATERIALS

1. Mock examination

**The Sabre System
(T/506/0148)**

Assessment methodology
Open book written examination



The Sabre System

Mock Examination

Instructions

- You have **ONE** hour to answer this paper.
- You will require the Sabre course material.
- The pass level has been set at **85%**.
- You are permitted the use of a calculator.
- You may answer the questions in pen or pencil and in any order.
- Do not begin writing until instructed to by the invigilator
- Make sure that your **name, date of birth, CTH membership number** and **centre name** are clearly marked on the front page and any other material you hand in.

This page is for background information on the unit only and is not part of the examination.

Students must show that they meet the Learning Outcomes (LOs) and Assessment Criteria (AC) of the unit of assessment. Therefore, consideration will be given to whether candidates achieved the following:

Learning Outcome 1: Know how to interpret and create Passenger Name Records

- 1.1 Identify and list the entries required for
- k) Encoding cities and airlines
 - l) Checking availability
 - m) Passenger Names, Phones, Remarks, and Addresses
 - n) Frequent traveller information, other service information, and special service requests
 - o) Ticketing Information
 - p) Ending transactions
 - q) Inserting Itinerary Segments
 - r) Displaying and reserving seats
 - s) Cancelling and rebooking Itinerary Segments
 - t) Payment

Learning Outcome 2: Be able to understand how to use the Sabre System to create and amend a passenger air booking

- 2.1 Interpret entries of the Sabre System relating to:
- h) An availability display
 - i) Fields in a PNR
 - j) Fields in a fare display
 - k) Fields in a price quote
 - l) Fare rules
 - m) Flight schedules
 - n) Queues

Question 1

- a) A passenger wishes to travel on 04 August from Sydney to Los Angeles with Qantas. What is the entry to encode Los Angeles?

- b) What is the single entry to check availability for flights on 04 August from Sydney (SYD) to Los Angeles (LAX) at approximately 1300 travelling on Qantas (QF)?

```
04AUG WED SYD/Z110 LAX/PDT-17
1QF 107 F9 A9 J9 C9*SYDLAX 1015 0645 744 LR 0 DCA /E
D9 I7 W9 R9 T9 Y9 B9 H9 K9 M9
2QF 11 F9 A9 J9 C9*SYDLAX 1305 0945 388 LR 0 DCA /E
D9 I9 W9 R9 T9 Y9 B9 H9 K9 M9
NO MORE - 1* FOR CONX
ADDITIONAL CLASSES ENTER 1*C
```

- c) Look at the availability display above and state the entry to select a seat in Y class on the flight that departs at 1305.

- d) The following command is then entered: **1R24AUG**
What information would this entry produce?

```
1 QF 11Y 04AUG 3 SYDLAX SS1 1305 0945 /DCQF /E
2 QF 12Y 24AUG 2 LAXSYD SS1 2230 0630 26AUG 4 /DCQF /E
```

- e) You have selected the flights above, however the passenger asks you if there are any lower economy fares available. Which single entry would you use to find the lowest fare available and automatically re-book?

- f) What entry would you use to enter the passenger's name as Mr Ian Andrews?

- g) State the entry to advise that the ticketing deadline is 14 May.

```
1.1ANDREWS/IANMR
1 QF 11O 04AUG 3 SYDLAX HK1 1305 0945 /DCQF*Z6WTXA /E
2 QF 12O 24AUG 2 LAXSYD HK1 2230 0630 26AUG 4
/DCQF*Z6WTXA /E

TKT/TIME LIMIT
1.TAW14MAY/
PHONES
1.LON0376582465824-A
2.LON0376544287910-H
3.LON0796636600011-M
FARE - PRICE RETAINED
REMARKS
1.-CHEQUE
RECEIVED FROM - TONY
LN8F.LN8F*AJW 0911/12MAY10 IIXYSA
```

- h) Look at the completed PNR above and state the passenger's contact telephone number at home.

- i) Give the name of the person who made the reservation.

- j) What is the Sabre PNR for this booking?

- k) Which entry would you use to display the seat map for flight sector 1?

FARE - PRICE RETAINED
FARE SUBJECT TO CHANGE

1. WS

BASE FARE	EQUIV AMT	TAXES	TOTAL
AUD889.00	GBP535.00	190.00XT	GBP725.00ADT
XT 28.30AU	30.00WY	22.00US	3.70YC
4.80XY	3.40XA	1.70AY	93.00YQ
3.10XF			
889.00	535.00	190.00	725.00TTL

ADT-01 OUSA4

LAST DAY TO PURCHASE 14MAY

SYD QF LAX403.80OUSA4 QF SYD403.80OUSA4 NUC807.60END ROE1.10

0776 XFLAX4.5

CARRIER RESTRICTIONS APPLY/PENALTIES APPLY

LN8F LN8F *AJW 0911/12MAY

- l) Using the information above, state in GBP, the total cost of the flight, including all taxes, fees and charges?

Question 2

- a) A family of 2 adults, 1 child and 1 infant wish to travel from London to Kota Kinabalu, Borneo on 03 September. They would prefer to travel with Malaysia Airlines via Kuala Lumpur.

What is the entry to encode Malaysia Airlines?

```
03SEP FRI LON/Z+1 BKI/+7
1 MH 3 F0 P0 A4 C4 J4 D0*LHRKUL 1200 0725+1 744 M 0 DC /E
E0 Y9 W9 K0 B9 H9 M0 Q9
2 MH 2612 C4 D4 E9 Y9 W9 Q9 BKI 0920 1155 734 M 0 DC /E
L0 T0 V0 X0 U
3 MH 3 F0 P0 A4 C4 J4 D0*LHRKUL 1200 0725+1 744 M 0 DC /E
E0 Y9 W9 K0 B9 H9 M0 Q9
4 MH 2608 C4 D0 E9 Y9 W0 Q0 BKI 0900 1235 734 M 1 DC /E
L0 T0 V0 X0 U
5 MH 3 F0 P0 A4 C4 J4 D0*LHRKUL 1200 0725+1 744 M 0 DC /E
E0 Y9 W9 K0 B9 H9 M0 Q9
6 MH 86 C4 D0 E0 Y0 W0 Q0 BKI 1200 1435 734 M 0 X24 DC /E
L0 T0 V0 X0 U
* - FOR ADDITIONAL CLASSES ENTER 1*C
```

- b) The passengers would like to travel on flights MH3 and MH2612. What date and time does the flight depart from Kuala Lumpur?

- c) Using the flights in Question 2.b above, the clients will be travelling in C class on the first flight sector and Y class on the second flight sector. What single entry would you use to select the flights?

- d) Which single entry would you use to enter the names of the 2 adults, Mr Nigel Jones and Mrs Amy Jones, and the child, Master Ben Jones?
Enter the names in the order listed above and ensure the airline is aware that a child is travelling.

- e) What is the entry to add the infant, Miss Gemma Jones, to the PNR (without a seat)?

- f) State the entry to add the passenger's mobile telephone number to the PNR:
07777123456.

- g) The name of the person who made the booking was Nikhil. State the entry to add this to the PNR.

- h) State the entry you would use to add the passenger's email address
(nigel.jones4@cth.com) to the PNR.

- i) Mrs Amy Jones is a frequent flyer with Malaysia Airlines. Her membership number is
MH96214028.
What is the entry to add this information to the PNR?

- j) State the entry to request a child meal (CHML) on all sectors for Master Ben Jones.
Specify he is passenger number 1.3 on the PNR.

Question 3

1.1 CHAN/WENDY MRS

1 BD1233Y 11AUG 3 EMABRU HK1 0630 0845 /DCBD*YQAKDF /E
OPERATED BY BMI REGIONAL

2 BD1238Y 13AUG 5 BRUEMA HK1 2035 2045 /DCBD*YQAKDF /E
OPERATED BY BMI REGIONAL

TKT/TIME LIMIT

1.TAW04AUG/

PHONES

1.LON01702554665-H
2.LON01702118956-B
3.LON07725444580-M

FARE – PRICE RETAINED

REMARKS

1.-CHEQUE

RECEIVED FROM - JANA

LN8F.LN8F*AJW 0606/25MAY10 JCXJMV

a) What is the airline locator for this PNR?

b) The passenger wishes to change his inbound flight to Business Class (C).
Which entry would you use to change this?

c) What is the current Form of Payment in this PNR?

- d) The passenger has now decided to pay for the flights by cash.
Which entry would you use to change the Form of Payment to cash?

- e) The client would like to reserve seat 1A on the inbound flight. Which entry would you use to make this request?

- f) State the entry you would use to issue the tickets for this booking from Price Quote 3.

Question 4

- a) State the entry you would use to display fares from Paris (PAR) to Mauritius (MRU) on 25 September with Air Mauritius (MK).

PAR-MRU	CXR-MK	SAT 25SEP10	EUR
THE FOLLOWING CARRIERS ALSO PUBLISH FARES PAR-MRU:			
AF AZ BA CX DE EK EY HM IB KL KQ LH LX MD NZ OS OU QR SA SK SS			
UU VS YY			
ADDITIONAL CARRIERS PARTICIPATE IN YY FARES			
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//			
ALL FEES/TAXES/SVC CHARGES INCLUDED WHEN ITINERARY PRICED			
MK	PARMRU.EH	25SEP10	MPM 7039
V	FARE BASIS	BK	FARE TRAVEL-TICKET
1	QLAP10	Q R	644.00 ----
2	LLAP10	L†R	783.00 ----
3	VLXAP	V†R	878.00 ----
4	TLPX4M	T†R	978.00 ----
5	HLPX6M	H†R	1078.00 ----
6	KLPX6M	K†R	1183.00 ----
7	YLPX6M	Y†R	1296.00 ----
8	Y3LRT	Y†R	1487.00 ----
			AP MINMAX RTG
			-/† 7/ 3M EH01
			-/† 7/ 3M EH01
			-/† 7/ 3M EH01
			- SU/ 4M EH01
			- SU/ 6M EH01
			- SU/ 6M EH01
			- SU/ 6M EH01
			- /12M EH01†

- b) Look at the Fare Display above and state the value of the lowest fare with the correct currency code.

- c) What is the Fare Basis code for this fare?

- d) What is the minimum stay permitted for this Fare Basis?

- e) The client will be staying in Mauritius for 8 months. State the value of the fare you would quote, including the correct currency code.

*50.RULE APPL	01.ELIGIBILITY	02.DAY/TIME
*03.SEASONS	*04.FLIGHT APPL	*05.ADV RES/TKTG
*06.MIN STAY	*07.MAX STAY	*08.STOPOVERS
*09.TRANSFERS	*10.COMBINATIONS	*11.BLACKOUTS
12.SURCHARGES	13.ACCOMP TRAVEL	-14.TRAVEL RESTR
/15.SALES RESTR	*16.PENALTIES	*17.HIP/MILEAGE
*18.TICKET ENDO	*19.CHILDREN DISC	*20.TOUR COND DISC
*21.AGENT DISC	22.ALL OTHER DISC	*23.MISC PROVISIONS
25.FARE BY RULE	26.GROUPS	27.TOURS
28.VISIT A COUNTRY	29.DEPOSITS	31.VOLUNTARY CHGS ‡

- f) Based on the screen display above, which entry would you use to check the ticketing rules for this fare?

05. ADVANCE RESERVATIONS/TICKETING

FARE RULE

CONFIRMED RESERVATIONS ARE REQUIRED FOR ALL SECTORS.
TICKETING MUST BE COMPLETED WITHIN 7 DAYS AFTER
RESERVATIONS ARE MADE OR AT LEAST 10 DAYS BEFORE
DEPARTURE WHICHEVER IS EARLIER.

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
OR MK FLIGHT FIRING RULE WHICHEVER IS MOST
RESTRICTIVE

- g) If a passenger made a booking for this Fare Basis on 10 May, what would be the latest date that the ticket could be issued?

Question 5

- a) What is the entry to display availability from London (LON) to Johannesburg (JNB) on 03 September with British Airways (BA)?

```
03SEP FRI LON/Z†1 JNB/†1
1 BA 33 F9 A9 J9 C9 *LHRJNB 0920 2110 744 M 0 X13 DCA /E
D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
2 BA 55 F9 A9 J9 C9 *LHRJNB 1905 0655†1 744 M 0 X137 DCA /E
D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
3 BA 57 F0 A0 J9 C9 *LHRJNB 2115 0905†1 744 M 0 456 DCA /E
D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
```

- b) The client would like to travel on flight BA57 at 2115 in First Class (F), however no seats are shown as available.
What is the entry you would use to waitlist 1 seat in F class on this flight?

- c) The client would like to check the total journey time between London and Johannesburg based on flight BA57. From the Fare Display shown above, what entry would you use to check the journey time?

```
03SEP FLT SEGMENT DPTR ARVL MEALS EQP ELPD MILES SM
3 BA* 57 LHR JNB 2115 0905 † M 777 10.50 5631 N
DEP-TERMINAL 5 ARR-TERMINAL A
ONEWORLD
```

- d) From the information above, what is the total journey time of the flight?
- e) The client asks you what type of aircraft they will be flying on. Using the information above, which entry will give you this information?
- f) State the entry to display a flight schedule (timetable) from 02 February onwards between Rome (ROM) and Tokyo (TYO).

```

02FEB WED ROM/Z+1 TYO/+8
1 JL/AZ 5064 J C D X I *FCONRT 1450 1000+1 772 M 0 135 DC /E
      Y B H K M L V S N
2 AZ   784 J Y M L B *FCONRT 1500 1120+1 772 0 DC /E
      W H V G K D N I O
3 AF   2305 C J D Z F *FCOCDG 0720 0930 321 B 0 DC /E
      Y W S A K U M Q V
4 AF   272 J C D I Z      NRT 1030 0650+1 332 MB 0 X2 DC /E
      Y B K H T V L Q N
5 AZ/AF 7310 C D I Y B *FCOCDG 0720 0930 321 0 DC /E
      M H K V T N S Q X
6 AF   272 J C D I Z      NRT 1030 0650+1 332 MB 0 X2 DC /E
      Y B K H T V L Q N
* - FOR ADDITIONAL CLASSES ENTER S*C
    
```

g) Looking at the display above, what days of the week does the JL5064 operate?

Question 6

The following booking has appeared on your Queue.

```
1 AZ 615Y 30MAY 7 BOSFCO*HK1 1745 0745 31MAY 1
      /DCAZ*KRDBQR /E
2 AZ 720Y 31MAY 1 FCOATH*HK1 0835 1135 /DCAZ*KRDBQR /E
3 AZ 717Y 06JUN 7 ATHFCO*HK1 0655 0810 /DCAZ*KRDBQR /E
4  AZ 614Y 06JUN 7 FCOBOS*KK1 1000 1315 /DCAZ*KRDBQR /
```

a) This booking been queued to you to update. What is the reason for this?

b) What entry would you make to update the status of the booking?

c) Which entry would you make to ignore the PNR, leave it on the Queue and display the next PNR on the Queue?

d) You are asked to check the total number of bookings on Queue in a different branch of your travel agency, whose pseudo city code is BM7G. What entry would you use to find this information?

e) If your personal Queue was Queue number 87, which entry would you make to access your Queue?

Question 7

1.1MACDONALD/ANDREW MR
 1 KL1470C 07SEP 2 GLAAMS HK1 0600 0840 /DCKL*3OCW9F /E
 2 OK 617C 10SEP 5 AMSPRG HK1 0925 1050 /DCOK*3OCW9F /E
 3 OK 622C 12SEP 7 PRGAMS HK1 1415 1545 /DCOK*3OCW9F /E
 4 KL1479C 14SEP 2 AMSGLA HK1 1720 1755 /DCKL*3OCW9F /E
 OPERATED BY /KLM CITYHOPPER
 TKT/TIME LIMIT
 1.TAW31AUG/
 PHONES
 1.LON01417725418-A
 2.LON01417721203-B
 3.LON01419559761-H
 FARE - PRICE RETAINED
 REMARKS
 1.-NONREF
 RECEIVED FROM - JACKIE‡

- a) Mr Macdonald calls and asks you which airline he is booked on for the Glasgow (GLA) to Amsterdam (AMS) sector of his journey. Which entry would you use to decode the airline?

- b) Which entry would you use to check the minimum connecting times for this itinerary?

- c) The client has decided to cancel the Prague (PRG) to Amsterdam (AMS) flight sector on 12 September as he is going to travel by train for this part of the journey. What entry would you use to cancel this part of the itinerary?

- d) Now you have cancelled the Prague (PRG) to Amsterdam (AMS) flight you need to insert a surface sector (ARNK) in the correct order in the PNR. Which entry would you use?

- e) The client would like an aisle seat on all of the flight sectors. State the entry you would use to request this.

- f) The client is a nervous passenger as he has a fear of flying. Which entry would you use to advise the airlines of this?

- g) What entry would you use to change the ticketing date to 24 August?

- h) What information does the following entry give : **W/*PRG**
