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**CTH LEVEL 2 CERTIFICATE  
IN INTERNATIONAL TRAVEL  
RESERVATIONS  
(QAN - 601/3380/6)**

**QUALIFICATION  
SPECIFICATION**

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**DECEMBER 2017**

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## **Introduction to the CTH Level 2 Certificate in International Travel Reservations**

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The purpose of this qualification specification is to provide an overview of the CTH Level 2 Certificate in International Travel Reservations. This qualification is made up of the following three qualifications:

CTH Level 2 Award in VA Earth  
CTH Level 2 Award in the Sabre System  
CTH Level 2 Award in VA Fares and Ticketing

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with different types of sample assessments. There is guidance relating to the accreditation, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units. Further details regarding this qualification are available from CTH, and contained within the more comprehensive qualification and assessment handbooks.

### **Aims of the Qualification**

The aims are to provide a qualification that:

- provides a sound knowledge of geography for students entering any travel or tourism role or sector-related qualification.
- underpins the component of the Travel Consultant Apprenticeship Standard related to Geography.
- provides a practitioner level of knowledge of the Sabre system for creating flight bookings
- provides a solid GDS knowledge base for those working in, or wishing to gain employment in the travel industry.
- underpins the component of the Travel Consultant Apprenticeship Standard related to Industry Technology.
- gives an understanding of how to calculate basic air 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.
- gives 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.
- the skills to work in the travel industry.

## **Access & Entry Requirements**

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Students do not need any prior background knowledge or experience.

Approved CTH Centres are responsible, prior to admission and enrolment, for ensuring students are deemed able to fulfil the demands of the course and successfully complete the qualification.

CTH would also expect approved Centres to undertake an initial assessment of each student prior to the start of their programme to ensure they are able to provide the student with any necessary additional support.

## Qualification Accreditation Requirements

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### Accreditation

Prospective Centres should apply for approval as an accredited CTH Centre in order to deliver this qualification. Please see the 'Contact CTH' page at the end of this specification for advice on the CTH accreditation process, or contact us if you wish to discuss your curriculum requirements.

The CTH accreditation committee will consider applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice. A skype conversation with CTH academic and quality staff will form part of the initial accreditation application process

### Teaching Rooms

Suitable teaching rooms and IT facilities should be available to students. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for student relaxation and recreation.

### Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- Be occupationally competent or technically knowledgeable in the area for which they are teaching
- Have recent relevant experience in the specific area that they will be assessing or verifying
- Hold a relevant qualification in the area for which they are teaching.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

### Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

## **CTH Support**

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### **CTH training**

New CTH centres are eligible for a couple of hours free training (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for teaching staff who may be delivering a unit for the first time.

### **Resources**

New centres are given access to the Sabre online learning portal and a copy of all the student manuals and reference books, lecturer material with extra examples and a map to allow planning of sessions. Final assessment must be taken under exam conditions at the accredited centre.

If you wish to run this course but do not have the expertise and resources to do, CTH is able to provide contacts for independent trainers with considerable industry expertise to deliver as a short 3-week programme.

### **Assessment opportunities**

Assessments are arranged at the convenience of the centre throughout the year. Contact CTH or see the CTH website for more details.

### **Assessment responsibilities**

CTH set and distribute all assessments to centres where learners have been registered. All examination scripts are returned to CTH for marking and moderation.

## Qualification Level, Size and Structure

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The CTH Level 2 Certificate in International Travel Reservations is a vocationally related qualification on the UK's Regulated Qualification Framework (RQF) and adheres to the Ofqual requirements for assigning a level to a regulated qualification. These requirements and standard Level Descriptors are contained in an Ofqual publication Ofqual/15/5774, Qualification and Component Levels, available via gov.uk. The document URL is:

<https://www.gov.uk/government/publications/qualification-and-component-levels>

### Qualification size

The qualification is designed to be delivered in 150 hours of TQT (Total Qualification Time) of which 120 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification.

### Definitions

- **Guided Learning Hours – GLH**  
This is the amount of time the average student is expected to spend in supervised learning and practice, but may vary by student.
- **Total Qualification Time – TQT**  
TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

### The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lecturers, seminars, tutorials, supervised assessment (e.g. exams or observed practice)
- Independent and unsupervised learning or research
- Unsupervised coursework, or directed activity
- Watching pre-recorded webinars or podcasts
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Students completing this qualification should be able to demonstrate their ability as independent learners.

### Qualification Structure (rules of combination)

The qualification, units and TQT for the CTH Level 2 Certificate in International Travel Reservations are set out in the following table, often referred to as the Rules of Combination.

| CTH Level 2 Certificate in International Travel Reservations   |   |           |                   |            |                                 |
|--|---|-----------|-------------------|------------|---------------------------------|
| QAN: 601/3380/6  |   |           |                   |            |                                 |
| Students must achieve:   |   |           |                   |            |                                 |
| <ul style="list-style-type: none"> <li>All 3 Mandatory units, providing 15 credits at level 2</li> </ul> |   |           |                   |            |                                 |
| <b>Credit Value</b>  |   |           | <b>15 Credits</b> |            |                                 |
| <b>Guided Learning Hours (GLH)</b>   |   |           | <b>120 hours</b>  |            |                                 |
| <b>Total Qualification Time (TQT)</b>  |   |           | <b>150 hours</b>  |            |                                 |
| Unit title   | L | CV        | GLH               | URN.       | Assessment Method               |
| VA Earth   | 2 | 5         | 40                | R/506/2778 | Closed book written examination |
| The Sabre System   | 2 | 5         | 40                | T/506/0148 | Open book written examination   |
| VA Fares and Ticketing (Level 2)   | 2 | 5         | 40                | R/505/9458 | Open book written examination   |
| <b>Qualification Total</b>   |   | <b>15</b> | <b>120</b>        |            |                                 |
| <b>3 units</b>   |   |           |                   |            |                                 |



## Qualification 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 Certificate that recognises their level of achievement. Note that the Certificate does not allocate a grade.

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

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

**Assessment Units**

|  |   |              |           |
|--|---|--------------|-----------|
| <b>Title</b>   | <b>VA Fares and Ticketing (Level 2)</b>   |              |           |
| Unit purpose and aim(s)  | <p>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.</p> <p>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</p> |              |           |
| Ofqual ref   | R/505/9458  |              |           |
| Level  | 2   | Credit value | 5 credits |
| Guided Learning Hours (GLH)  | 40 hours  |              |           |
| Total Qualification Time (TQT)   | 50 hours  |              |           |
| <b>Learning outcomes</b>   | <b>Assessment criteria</b>  |              |           |
| 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            | <p>1.1 Identify the fare types based on the standard IATA fares</p> <p>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</p> <p>1.3 Calculate minimum and maximum stays according to each specific rule restriction</p>  |              |           |
| 2. Understand baggage allowances, taxes, fees and charges in relation to air fares     | <p>2.1 Identify free and excess baggage allowances</p> <p>Identify the taxes, fees and charges applied to individual routings</p>   |              |           |
| 3. Know the different types of documentation used by airlines for ticketing and travel | <p>3.1 Interpret the data of either a VMCO or a VMPD</p> <p>Interpret the data shown in the various areas of two electronic tickets</p>   |              |           |

|   |   |
|---|---|
| <p>4. Be able to calculate basic fares using the mileage system</p>             | <p>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:</p> <ul style="list-style-type: none"> <li>• Mileage System</li> <li>• Neutral Unit of Construction</li> <li>• Rate of Exchange</li> <li>• Rounding Units</li> </ul> <p>4.2 Calculate both One-Way and Return itineraries using Excess Mileage Surcharge</p> <p>Construct a linear fare calculation</p> |
| <p>5. Understand IATA fare areas in relation to quoting fares</p>               | <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>Apply the main Global Indicators to a given itinerary</p>  |
| <p>6. Know how to identify and select discounted fares for passenger travel</p> | <p>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</p> <p>6.2 Identify the correct fare basis and discount code</p> <p>Calculate the lowest applicable child and infant fare for a journey using the PAT</p>   |

|   |  |              |           |
|---|--|--------------|-----------|
| <b>Title</b>  | <b>VA Earth</b>  |              |           |
| 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   |              |           |
| QAN:<br>(Ofqual ref)  | R/506/2778   |              |           |
| Level   | 2  | Credit value | 5 credits |
| Guided Learning Hours (GLH)   | 40 hours   |              |           |
| Total Qualification Time (TQT):   | 50 hours   |              |           |
| Learning outcomes   | Assessment criteria  |              |           |
| 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<br>1.2 Locate the seven continents on a world map<br>1.3 List the five oceans of the world<br>1.4 Locate the five oceans on a world map   |              |           |
| 2. Understand the principles of selling in the tourism and hospitality industry   | 2.1 Describe the relationship between sales and marketing<br>2.2 Describe the stages of the sales cycle and their impact on sales<br>2.3 Explain how to identify buyers and their buying motivations<br>2.4 Distinguish between features and benefits of a product or service<br>2.5 Describe the use of sales targets and the stages and techniques for selling |              |           |
| 3. List and identify the location of capital cities for the main countries of the world according to the United Nations | 3.1 List each countries capital city<br>3.2 Identify the location of capital cities  |              |           |

|  |  |              |           |
|--|--|--------------|-----------|
| <b>Title</b>   | <b>The Sabre System</b>  |              |           |
| 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  |              |           |
| URN<br>(Unit reference)  | T/506/0148   |              |           |
| Level  | 2  | Credit Value | 5 credits |
| Guided Learning Hours  | 40 hours GLH   |              |           |
| Total Qualification Time   | 50 hours TQT   |              |           |
| <b>Learning outcomes</b>   | <b>Assessment criteria</b>   |              |           |
| 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"> <li>a) Encoding cities and airlines</li> <li>b) Checking availability</li> <li>c) Passenger names, phones, remarks, and addresses</li> <li>d) Frequent traveller information, other service information, and special service requests</li> <li>e) Ticketing Information</li> <li>f) Ending transactions</li> <li>g) Inserting Itinerary segments</li> <li>h) Displaying and reserving seats</li> <li>i) Cancelling and rebooking itinerary segments</li> <li>j) Payment</li> </ul> |              |           |
| 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"> <li>a) An availability display</li> <li>b) Fields in a PNR</li> <li>c) Fields in a fare display</li> <li>d) Fields in a price quote</li> <li>e) Fare rules</li> <li>f) Flight schedules</li> <li>g) Queues</li> </ul>  |              |           |

## APPENDIX A – SPECIMEN ASSESSMENT MATERIALS

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1. **Assessment type:** Closed Book Written examination

**Unit:** VA Earth

**URN:** R/506/2778

2. **Assessment type:** Open Book Written examination

**Unit:** The Sabre System

**URN:** T/506/0148

3. **Assessment type:** Open Book Written examination

**Unit:** VA Fares and Ticketing

**URN:** R/505/9458



## Sample Assessment

### VA Fares and Ticketing (Level 2)

#### Sample Examination Questions:

Extracts from the VA Level 2 exam questions are provided out of a total of 6 questions from the full exam.

#### Instructions for the full exam:

- You have **TWO AND A HALF** hours to answer this paper.
- You will require the VA Fares and Ticketing 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.

**Question 1**

a) Mr Ian Thurston is confirmed on the following flights:

|          |       |        |      |      |
|----------|-------|--------|------|------|
| BA 392 Y | 23OCT | LHRBRU | 0915 | 1120 |
| BA 401 Y | 09NOV | BRULHR | 2045 | 2100 |

*Reservations, payment and ticketing take place on 19 October.*

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare \_\_\_\_\_

Fare Basis \_\_\_\_\_

State the following.

Minimum stay \_\_\_\_\_ Date \_\_\_\_\_

Maximum stay \_\_\_\_\_ Date \_\_\_\_\_

b) Mr Hans Frey is confirmed on the following flights:

|          |       |        |      |       |
|----------|-------|--------|------|-------|
| LH 774 Y | 16MAR | FRACUR | 1020 | 1830  |
| LH 773 Y | 14JUL | CURFRA | 2000 | 0930* |

*Reservations, payment and ticketing take place on 09 March.*

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare \_\_\_\_\_

Fare Basis \_\_\_\_\_

State the following.

Minimum stay \_\_\_\_\_ Date \_\_\_\_\_

Maximum stay \_\_\_\_\_ Date \_\_\_\_\_



**Question 2**

a) Study the Electronic Ticket issued in the SABRE system and, using your VA1 course material if required, answer the questions below.

|  |                |     |        |            |              |      |        |      |      |
|--|----------------|-----|--------|------------|--------------|------|--------|------|------|
| ELECTRONIC TICKET RECORD                                       |                |     |        |            |              |      |        |      |      |
| INV:0000155  | CUST:234567    |     |        | PNR:CPYECF |              |      |        |      |      |
| TKT: 2369785348318   | ISSUED:01DEC09 |     |        | PCC:1YA2   | IATA:9999999 |      |        |      |      |
| NAME:SMITH/TAMSINMS  |                |     |        |            |              |      |        |      |      |
| FOP: AX3742168934339062  |                |     |        |            |              |      |        |      |      |
| CPN  | A/L            | FLT | CLS    | DATE       | BRDOFF       | TIME | ST     | F/B  | STAT |
| 1  | BD             | 173 | Y      | 05DEC      | LHRCDG       | 0810 | OK     | YBMI | OPEN |
| 2  | BD             | 174 | Y      | 15DEC      | CDGLHR       | 1210 | OK     | YBMI | OPEN |
| FARE   | GBP308.00      | TAX | 5.00GB | TAX        | 9.30UB       | TAX  | 8.50FR |      |      |
|  |                | TAX | 5.60QX |            |              |      |        |      |      |
| TOTAL  | GBP336.40      |     |        |            |              |      |        |      |      |
| VALID BD ONLY  |                |     |        |            |              |      |        |      |      |
| LON BD PAR246.03YBMI BD LON246.03YBMI NUC492.06END ROE0.625917 |                |     |        |            |              |      |        |      |      |

Do not check or refer to this fare in your reference book

State each of the following entries i) to vii) from the ticket above:

i) The total Taxes, Fees and Charges

Answer: \_\_\_\_\_

ii) The date of ticket issue

Answer: \_\_\_\_\_

iii) The Form of Payment

Answer: \_\_\_\_\_

iv) The departure time from Paris

Answer: \_\_\_\_\_

v) The Fare Basis

Answer: \_\_\_\_\_

vi) The ticket number

Answer: \_\_\_\_\_

vii) The IATA Rate of Exchange (ROE)

Answer: \_\_\_\_\_

viii) State the 2-letter credit card code used if the payment is made by Mastercard

Answer: \_\_\_\_\_

ix) State the free baggage allowance based on the weight system

Answer: \_\_\_\_\_





## VA Earth

### Examination - sample questions.

Extracts from the VA Earth exam questions are provided out of a total of 7 questions from the full exam.

#### Instructions for the full exam:

- You have **45** minutes to answer this paper.
- You are not allowed any material as this is a closed book exam.
- The pass level has been set at **70%**.
- 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.



**Question 2 (15 marks)**

Name the capital city for each of the countries in the table below.

| COUNTRY  | CAPITAL CITY |
|----------|--------------|
| Hungary  |              |
| Ireland  |              |
| Bulgaria |              |
| Italy    |              |
| Estonia  |              |

On the map below, label each of the countries listed in the table above.

Example:

**Norway**



**Question 3 (15 marks)**

- a. Which country lies to the south of Papua New Guinea?
- b. What is the capital city of The Marshall Islands?
- c. Which country includes Efate Island, Espiritu Santo Island and Port Vila?
- d. Match the cities listed below with the letters on the map, and then complete the table below.

**Christchurch      Perth      Alice Springs      Melbourne**  
**Wellington      Port Vila**



|           |           |
|-----------|-----------|
| <b>A.</b> | <b>B.</b> |
| <b>C.</b> | <b>D.</b> |
| <b>E.</b> | <b>F.</b> |

## The Sabre System

### Examination - sample questions.

Extracts from the Sabre exam questions are provided out of a total of 7 questions from the full exam.

#### Instructions for the full exam:

- You have **ONE** hour to answer the paper.
- You will require the Sabre course material, to which you should refer
- 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.



**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?

a) State the entry to add the passenger’s mobile telephone number to the PNR:  
07777123456.

**Question 2**

- 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).

**Question 3**

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?

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## CONTACT CTH

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### About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

### Location:

CTH offices are located in London's West End, opposite to Selfridges entrance in Duke Street. The address is 37 Duke Street, London W1U 1LN

### Website:

[www.cthawards.com](http://www.cthawards.com)

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**Facebook:** cthawards

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