MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY, TRAVEL AND TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

SECOND YEAR **SECOND** SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

HTM 210 / HTM 212 – COMPUTERIZED RESERVATION SYSTEMS

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer Question 1 in Section A and Any Other Two Questions in Section B
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

a. Explain the meaning of the following terminologies.   (5marks)
  i. Seat pitch
  ii. Lavatory
  iii. Ticketed points
  iv. Surcharge
  v. GDS

b. Provide the city codes and their respective county names of the below cities.

                                                      (10marks)

City Name	3-city code	Country Name
Quebec		
Nairobi		
Denpasar-Bali		
Bogota		
Bulawayo		

c. Explain the importance of the sixth freedom of the air as used in airline industry.

                                                      (5marks)

d. Using the air ticket provided, advise the client on five critical things to note before traveling.   (5marks)

e. Describe the key differences between Amadeus and Galileo to an aspiring travel agency.

                                                      (5marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

a. Explain the difference between first class premium and premium economy in an airline.
                                                      (5marks)

b. Describe any 3 major Global distribution systems and their significance.   (15marks)

QUESTION THREE (20 MARKS)

a. Discuss five different air fares as used in the airline industry.   (20marks)

QUESTION FOUR (20 MARKS)

a. Highlight any five conditions for reserving exit row seat in an airplane.   (5marks)

b.

| A | C | C | | D | E | F | G | | H | J | K |

Raw 7 clearly identify the seat numbers and their significance as applies in the airline industry.

                                                           (15 marks)