



KENYATTA UNIVERSITY
EXAMINATION FOR THE DIPLOMA IN TOURISM MANAGEMENT
BTM 062: INTRODUCTION TO AIRFARES AND TICKETING

1ST SEMESTER 2025/2026

TIME: 2 HOURS

INSTRUCTIONS: Answer ALL Questions in Section A and any other TWO in Section B.

SECTION A: (20 MARKS)

1. a) List four functions of the International Air Transport Association (IATA). (4 marks)
- b) Define airfare and ticketing and explain its role in the travel industry. (4 marks)
- c) List four types of travel documents required for international travel and state their purpose. (4 marks)
- d) Write the IATA city/airport codes for: Nairobi, Dubai, Johannesburg and London Heathrow. (4 marks)
- e) Encode and decode the following cities, airports, airlines and countries. (4 marks)

ENCODE

City

- i) Beijing _____
- ii) Sydney _____

Airport

- i) Reykjavik _____
- ii) Tokyo _____

DECODE

City

- i) MYD _____
- ii) BKK _____

Airport

- i) JFK _____
- ii) CDG _____

SECTION B: ANSWER ANY TWO QUESTIONS (20 Marks Each) (40 MARKS)

2. a) Explain into detail the following pricing units giving routing examples for each. (10 marks)
 - i) One Way (OW) Pricing Unit.

ii) Round Trip (RT) Pricing Unit

iii) Circle Trip (CT) Pricing Unit

iv) Open Jaw Pricing Unit

b) Discuss the different types of air fares.

(10 marks)

3. a) Discuss the role of Global Distribution Systems (GDS) in airline reservations and ticketing.

(10 marks)

b) Calculate the lowest applicable normal fare in LFC (HID0) for the below itinerary for the class of service specified, some of the fields are provided.

(10 marks)

Itinerary:

1. SV 1471 C 18SEP 5 DMMMED DK1 0540 0740 18SEP E 0 E70 M
2. MS 676 C 22SEP 2 MEDCAI DK1 0225 0415 22SEP E 0 738 M

Journey: DMM SV MED MS CAI
643 EH 640 EH

Business class

NUC: 1125.79

MPM: EH 1376

RULE Y251

IROE: 3.7529

4. a) Evaluate five factors that have contributed to the growth of air travel services.

(10 marks)

b) Calculate the lowest applicable normal fare in LFC (HID0) for the below itinerary for the class of service specified, some of the fields are provided.

(10 marks)

Journey: NYC CX YVR CX HKG
2433 WH 6383 PA

Economy class

NUC: 7884.00

RULE: P0213

MPM: PA 9666

IROE: 1:00000

5. a) Describe five differences between a round trip and circle trip types of journeys. (10 marks)

b) Calculate the horizontal fare construction for the below itinerary.

Simulate the horizontal fare construction for the below itinerary.

Journey: BJS CA X/SIN SQ BNE MH X/KUL MH BJS
2741EH 3818EH 4013EH 2733EH

First class

NUC: 9725.34

RULE: Y341

MPM: EH 6276

IROE: 6.168420