

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)

Chromepet, Chennai — 600 044.

B.Voc. END SEMESTER EXAMINATIONS NOVEMBER - 2023

SEMESTER - V

20UTTCT5011 - Air Ticketing and Fare Calculation

Total Duration : 2 Hrs 30 Mins.

Total Marks : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Explain How does the UNWTO support sustainable tourism globally.
2. Write about the benefits of the IATA certification for travel agencies.
3. What are e-tickets, and how have they transformed the ticketing process?
4. What are the different fare classes on an airplane, and how do they differ?
5. Explain "error fares" in the airline industry.
6. Elaborate how are base airfares determined by airlines.
7. Write about the Basics of air fare construction and its components.
8. How are disputes between agents and airlines resolved under BSP?

Section C

Answer any **THREE** questions ($3 \times 10 = 30$ Marks)

9. Elaborate How do organizations and agreements ensure safety and standardization in global travel and how these agreements evolved in the wake of global crises, like the COVID-19 pandemic.
10. Explain briefly role does Artificial Intelligence (AI) play in predictive pricing and personalized ticketing offers.
11. Discuss the use of yield management or revenue management in fare pricing.
12. Evaluate briefly The process of constructing a fare using a global distribution system (GDS) or other tools.
13. Write and explain some key aspects of Billing & Settlement Plan.
