Roll No. ....

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J-3198[S-1054]   [2037]

PGDATHM (Semester - 2ⁿᵈ)
AUTOMATION IN TOURISM, HOSPITALITY AND AIRLINES
PGDATHM - 203

Time : 03 Hours   Maximum Marks : 75

Instruction to Candidates:

1) Section - A is **compulsory.**

2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)   *(15 x 2 = 30)*

a) What do you understand by the term Automation?

b) Describe BSP in ticketing.

c) Define Automated ticket boarding pass.

d) How is fare calculated?

e) Write a note on Class reservation codes.

f) How are the following status represented by two letter alpha code:
(i) seat confirmed   (ii) subject to availability.

g) Name at least four companies providing CRS.

h) The modern IATA is the successor to the _____ founded in Hague in _____.

i) Define Maximum permitted mileage.

j) Write a note on creating a booking file.

k) What is a manual ticket?

l) What are Class reservation codes?

m) What is the full form of SABRE?

n) What is Galileo 360° Public Fares?

o) What is the difference between single access and multiple access system?

P.T.O.

Section - B

(9 x 5 = 45)

Q2) Automation in the airlines industry has changed the whole scenario of the trade. Comment.

Q3) Write a descriptive note on history of IATA.

Q4) What are the characteristics that make tourism and airline industry information intensive?

Q5) Write a descriptive note on Galileo.

Q6) Write a note on e-ticketing.

Q7) What PNR and what are its various parts?

Q8) Write a note on Amadeus.

Q9) Write a descriptive note on Global Distribution System?

Q10) Define various types of air travel coupons and discounts.

Q11) Mention any 5 basic commands applicable to Galileo CRS.

Q12) What points should be kept in mind while filling a ticket?

Q13) Write a descriptive note on CRS.

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