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MODULE II

TOUR AND TRAVEL OPERATION LEVEL 5

TOUR AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TTO/CR/03/5/MA

Process Flight Booking and Reservation

July/August 2026

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATE:

1. Confirm that you have been issued with the correct assessment tool (Course, Level, Unit Code and Unit name) before you begin.
2. This paper consists of **TWO** sections: **A** and **B**.
3. Answer **ALL** questions in section **A** and **ANY THREE (3)** questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper.

This paper consists of FOUR (4) printed pages.
Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer ALL Questions in this Section

1. Accurate capturing of passenger details during the flight booking process is essential in air travel reservations. Identify TWO importance of accurate capturing of such details.(2 Marks)
2. Flight reservations require specific passenger and travel information to enable successful booking and ticket processing. State TWO key pieces of information required during flight reservation. (2 Marks)
3. Global Distribution Systems (GDS) are widely used in the travel and tourism industry during flight booking. Give TWO reasons why travel agents use these systems. (2 Marks)
4. Airlines offer different fare categories to meet varying customer needs, travel classes, and pricing conditions. List TWO main types of flight fares. (2 Marks)
5. After selecting a suitable flight, certain actions must be taken to secure and confirm the passenger's flight bookings/reservation. State THREE importance of adhering to laid procedures when confirming such booking. (3 Marks)
6. Issuing an e-ticket after booking confirmation is an important step that benefits both the customer and the airline. Identify THREE significance of issuing such tickets. (3 Marks)
7. Protecting customer information is critical in reservation systems to maintain confidentiality and prevent unauthorized access. Mention THREE ways through which travel consultants ensure data security in the reservation system. (3 Marks)
8. Before completing a reservation, travel consultants must evaluate several factors to ensure the booking matches the client's needs. Identify THREE factors a travel consultant considers before finalizing a flight booking. (3 Marks)
9. Online flight booking systems have transformed the travel industry. State FOUR advantages of online flight booking systems to both agents and customers. (4 Marks)
10. Despite technological advancements, travel consultants often encounter various difficulties during the reservation process. Identify FOUR challenges faced by travel consultants during the flight reservation process. (4 Marks)
11. Customers require clear and accurate travel details before making booking decisions. Mention FOUR types of flight information provided to customers. (4 Marks)
12. Proper follow-up is necessary after a reservation request has been made. State FOUR ways customers can be updated on booking status. (4 Marks)

13. Accurate and well-prepared fare quotations assist customers in making informed travel booking decisions. Identify FOUR key details included in a flight quotation. (4 Marks)

SECTION B (60 MARKS)

Answer THREE Questions in this Section

14. A tour company has received requests for group flight reservations to different multiple destinations during the festive season. Managing these bookings efficiently is critical.
    a) Describe FIVE factors to consider when handling group flight reservations. (10 Marks)
    b) Explain FIVE challenges likely to arise when handling group bookings. (10 Marks)

15. A passenger's flight has been cancelled due to adverse weather conditions, and the travel consultant must advise on the next course of action.
    a) Describe FIVE ways how effective communication enhances customer satisfaction during such disruptions. (10 Marks)
    b) Discuss FIVE important actions to take when rebooking/rerouting a passenger. (10 Marks)

16. A travel consultant is finalizing a booking for a customer who wishes to travel with special baggage and meal preferences.
    a) Explain FIVE special service requests (SSR) codes used for such bookings. (10 Marks)
    b) Discuss FIVE ways travel consultants can ensure customer preferences are correctly reflected in the booking system. (10 Marks)

17. An audit report revealed that some agents had made flight bookings with incorrect passenger names and details, resulting in financial losses to the company.
    a) Describe FIVE possible causes of such errors during the booking process. (10 Marks)
    b) Explain FIVE control measures that a travel agency can implement to prevent such mistakes in the future. (10 Marks)