



Republic of the Philippines
PHILIPPINE STATE COLLEGE OF AERONAUTICS
Piccio Graden, Villamor, Pasay City



Midterm Examination
Airline Reservation
AIS 422

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DATE: **Jan. 05, 2020**
COURSE/SEC: **BSAIS 4-1**

General Instructions:

1. Use yellow pad if you do not have a personal computer or laptop. Copy as it is and write your answers after each questions. Use ballpen.
2. **A student caught cheating in any forms shall be punished with a grade of 5.00 in the course** (Section 12. Examination Policies and Procedures of PhilSCA Student Manual.)
3. Any form of alterations or erasures is considered as wrong answer.
4. Back read on GC for submission instructions.

Identify what is being asked in the following questions. Read carefully.

1. How many elements are required to make a PNR? **5 Elements**
2. When you end a PNR where is the RF element moved? **PNR History**
3. What is a Record Locator? **It is a secured reference code used by authorized offices within the travel industry. It should be given to client as a reference.**
4. You must start with the name element to create a PNR. **NM1TUMAMANG/LAILA BETH MS.**
5. At the end of your working day, you are trying to sign out but the system displays the following message: "PNR PRESENT PLEASE - FINISH OR IGNORE" What will you do? **Type in the entry RT and press enter. Then a PNR of a passenger display, if you see a Record Locator after entering RT, then it has been saved. You can ignore it. Type in the entry IG then press enter.**

5. Where would you click to sell one seat in Y class? **Double click in Y Class (Highlighted)**
6. What is the entry to sell two seats in C Class on flight LH 4235 in line 5? **SS2C5**
7. Waitlist 1 seat in Y class on line 1. **SS1Y1/PE**
8. Sell 1 seat in Y class on line 1. **SS1Y1**
9. Sell 1 seat in Y class on line 3. **SS1Y3**
10. Sell 1 seat in Y class for the first flight and 1 seat in M class for the second flight when line 1 is a connecting flight. **SS1YM1**
11. Sell 3 seats in Y class on line 1. **SS3Y1**
12. You have just booked a round trip flight and you are about to add the name of the passengers when the customer advises that he is not yet ready to make the reservation. What will you do? **Type in the entry IG and Press Enter**
13. Holmes family is travelling with four members with an infant. How many seats should you book for the Holmes family? **3 Seats**
14. You have just ended the PNR and the system has returned a record locator. But you do not see the RF element. Why not? **The RF element has been moved to PNR history because the information is only useful if there is a problem and if you need to find out who has requested the reservation.**
15. Retrieves the PNR with record locator X8CCX8. **RTX8CCX8**
16. Retrieve a pending PNR. **Type in the entry RT and press enter**
17. Retrieves all PNR's booked with their last name. **RT/HOLMES**
18. Retrieves the PNR on line 2 from a list of PNRs. **RT2**
19. How long does the Amadeus PNR remain active in the system? **Remain stored in the PNR until it is purged three days after the date of the last itinerary segment (active or deleted).**
20. You have deleted a flight by mistake. What can you do? **Retrieve the PNR again or type ER**

21. Which do you use to combine two entries such as the RF element and the ER transaction? **Either save the cancellation or ignore and redisplay the PNR. Can combine both entries with the semi-colon as separator.**

22. What is the entry to add the following name in a PNR? **NM1HOLMES/CYNTHIA MS.**

First Name: Cynthia

Last Name: Holmes.

23. What is the entry to remove the entry next to Sarah's name in line 3? **3/**

24. The ticketing element in the PNR is: TK XL 1NOV. What does it mean?

TK = transaction code

XL = cancellation status

1NOV = date when the PNR will be cancelled by the system (if you do not specify the time, the PNR will be cancelled at 00.01 am)

25. 19. What is the entry to delete an AP element in line 7? **XE7**