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SEAT No. _____

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SARDAR PATEL UNIVERSITY
B.B.A. (HON) TTM (3 Years) EXAMINATION
SEMESTER-III
SATURDAY, 24th NOVEMBER 2018
2.00 P.M. TO 4.00 P.M.
UM03CBBT10
COMPUTERIZED RESERVATION SYSTEM- BASIC

TOTAL MARKS: 60

- Note: 1. Figures to the right indicate marks of the questions.**
2. Answers should be precise and to the point.

Q1(a) What do you mean by the computerized reservation system? (15)marks
Give some examples of current GDS software which used for CRS.

OR

Q1(b) Explain the following entries with details. (1.5X10 =15)

- (i) DANSIN
- (ii) DACCHI
- (iii) DCIR
- (iv) DCINDIA
- (v) DNALH
- (vi) DNABRITISH AIRWAYS
- (vii) DNE380
- (viii) DNEAIR BUS
- (ix) JI2345XY/SU-PWD
- (x) DANCHICAGO

Q2(a) Explain the following entries with details.

(1X15=15)

(15)marks

- (i) AD13JUNDELLON0700/AAI
- (ii) AN29AUGLONDEL/ABA/CB
- (iii) AA05OCTLAXSYD/XHNL
- (iv) ACSYD
- (v) AC/PAR
- (vi) AC09FEB
- (vii) AC5
- (viii) AC-3
- (ix) AC1500
- (x) AC/ALH
- (xi) AC/CS
- (xii) ACR
- (xiii) AD12DECPARLON
- (xiv) AE22DECPARLON
- (xv) AN13JULPARLON1200

OR

Q2(b) Explain the following terms in theoretical aspect.

- Basic Time Table
- Return Time Table
- Basic Flight Availability
- Availability from time table
- Return Availability

①

(P.T.O.)

Q3(a) With help of the following display answer the following question. (15)marks

-----RLR-----
RP/DELIA 0900/DELIA0900 NS/AS 9FEB98/12502 MOKQMR
1.ANAND/ANIL MR. 2. ANAND/KAVITA MRS. (INF/SHARAD)
3.ANAND/PARD (CHD) (ID 09YRS)
4.AI 111 J 23 MAR 1 DEL LHR HK3 2 07151130 AI
5.ARNK
6.AF148 D 30MAR 1 CDGDEL HK3 0940 2A 1015225 IA
7.AP DEL 6742314-R
8.AP DEL 6742314-R
9.TK TL 20MAR/DELL A0900
10.OSI YY 1 CHD/P3

- (i) Retrieves this PNR with record locator no.
- (ii) Retrieve this PNR with name
- (iii) Put confidential remark if visit is confidential
- (iv) What information is there for line no. 7
- (v) What is OSI?
- (vi) When this ticket is requested
- (vii) Describe line no 2,4 & 5
- (viii) What is the travel agency record locator
- (ix) What is HK?
- (x) What is ARNK?
- (xi) How many passengers are there?
- (xii) What is the business phone no of the passenger?
- (xiii) What is the date of journey and return date?
- (xiv) Put general remarks of pls mail tkts to pax
- (xv) What

OR

Q3. Explain the following terms in theory.

- Waitlist entry
- Open segment
- ARNK Segment

Q4. What do you mean by the Mailing address element and Billing address element in CRS Software? Explain it

(15)marks

OR

Q4. Explain the following terms in theory.

- Change OSI & SSR Element
- Rebooking Itinerary segment
- Split PNR

— X —
②