



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRIBUSINESS AND APPLIED SOCIAL SCIENCES

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: GLOBAL DISTRIBUTION SYSTEMS

CODE: THMA 216

SESSIONAL EXAMINATIONS

APRIL 2024

DURATION: 3 HOURS

EXAMINER: MRS R. NYANDIMA

INSTRUCTIONS

1. Answer any **four** questions **only**.
 2. Each question carries 25 marks
 3. Start a new question on a fresh page
 4. Total marks 100
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QUESTION 1

(a) Describe the four (4) major Global Distribution System channels in the world giving examples. [15 marks]

(b) Discuss any five (5) benefits of Global Distribution Systems (GDSs) to hotels. [10 marks]

QUESTION 2

(a) Describe any five (5) roles of GDSs in the travel industry. [15 marks]

(b) Discuss any five (5) challenges that travel agents are facing in the use of GDSs [10 marks]

QUESTION 3

(a) Analyse the five stage events that have shaped the development of GDSs. [15 marks]

(b) Explain any five (5) components of an air ticket. [10 marks]

QUESTION 4

(a) Discuss any three (3) technological changes currently affecting the operations of Global Distribution Systems. [15 marks]

(b) Outline any five (5) benefits of a hotel distribution system. [10 marks]

QUESTION 5

(a) Code any ten (10) airports of your choice using the 3 letter IATA code. [10 marks]

(b) Provide solutions to any five (5) challenges that travel agents are facing in the use of GDSs. [15 marks]

QUESTION 6

Discuss any five (5) contributions played by the Aviation Authority of Zimbabwe in the distribution of aviation products. [25 marks]

END OF EXAMINATION!