**ABACUS Basic Reservation Preview Version**

Fall Term, 2009 Midterm Exam. Subject: Global Distribution System Date: Section: Teacher: Bowie Hsu Department: Travel Management

**Direction:** You will have 5 minutes to read the question plus 30 minutes to complete your reservation and answer the questions. For those who are unable to finish the work in time will fail on their finals. You may check your English dictionary or surf on the Internet if you like; you are also free to use the ABACUS manual or your note during the exam. You will be forced to leave the Lab right away if there is any sound from your mobile phone, PC speakers, cheating or chatting on line. Good Luck!

**Question:**

Mr. Johnson Lee works in a high school in southern Taiwan. He and his wife Ms. Iris Yang are going to Europe for the spring vacation. They would like to bring their lovely 9-year-old son-Marry, and Kevin (DOB-Jul 12th, 2009) with them. Johnson asks his secretary Larry to call ZOO Travel for helping them to organize the trip. Johnson and Iris currently are frequent fliers with Eva airlines. They always travel with EVA airlines for international flights to accumulate their mileage. They plan to leave Taipei international airport in the morning on Jul 17th by EVA airways, their first destination is Amsterdam. They will visit the most attractive sightseeing spots around the urban city for several days. They don’t want to miss the exciting landscape around nearby countries, neither. They also plan to have a crazy drive all the way to France and stop at Belgium. They want to enjoy the leisurely journey. On Jul 29th, they will drop their rental car in Pairs near the CDG airport and take the Eva Airlines’ flight back to Taipei. In order to save their money, they need to reserve economy class (booking code-B) all the way. You are an excellent agent who works for ZOO Travel. Please book the most proper and smooth flights for Mr. Lee’s family. Here are some contact numbers you may need for flight reservation.

**ZOO Travel TEL:** Your student number.
Mr. Lee’s Office No: 02 806-1234 ext 2955
Mr. Lee’s Home No: 02 806-5800

**Attention:** Before you key-in “ER” for ending the reservation, please key-in “*A” then “MD” to retrieve the whole booking record. For those who fail to do so will lose 20 points.

Ticked Number: Your student number + 12345 (the following ticket number would be
continuous ex: the last 5 numbers of the second ticket number will be 12346)

Contact number of the quest: 0932-182-490
Contact address of the quest: 14F-2, No.15-8, Mingren Rd., Sanmin Dist.,
Kaohsiung City 807, Taiwan (R.O.C.)

Mr. Johnson Lee  Passport no.: 87654321
        Valid date: 08JUL15
        Date of birth: 09SEP80

Ms. Iris Yang  Passport no.: 12345678
        Valid date: 08JUL15
        Date of birth: 07AUG82

Son-Marry  Passport no.: 98765432
        Valid date: 08JUL15

Son-Kevin  Passport no.: 23456789
        Valid date: 08JUL15

Mr. Johnson Lee likes seafood Ms. Iris Yang requires low-calorie meal, please book the suitable meal for them, and their children as well. And because it’s inconvenient for Mr. and Mrs. Chang to rest with a baby in their arms, please inform the airlines to prepare a cradle for them.

They will stay at Holiday Inn during the trip.