

1. Using the image above, describe the stages when a person logs on to a flight booking website and makes a booking.

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1. Describe
   1. how the seats are booked

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* 1. how double booking is prevented

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* 1. how the customer’s tickets are produced

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* 1. And how payment is made.

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1. Also investigate the latest ways of creating e-tickets such as Apps on smartphones and so on. Why are these new methods better than printing out a confirmation email to act as the e-ticket?

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