



SN – 654

III Semester B.A./B.Com. (Vocational) Examination, November/December 2017
(CBCS-70 Marks – 2015-16 and Onwards/100 marks – 2014-15 only)

TOURISM AND TRAVEL MANAGEMENT

Paper – 3 : Travel Agency and Tour Operator Organisations

Time : 3 Hours

Max. Marks : 70/100

Instructions : 1) Answer Section A, B and C for CBCS 70 marks scheme.
2) Answer Section A, B, C, D and E for 100 marks scheme.

SECTION – A

I. Answer **any 5** of the following questions : **(2×5=10)**

- Explain customs.
- Expand IATA and PATA.
- What do you mean by tour broucher ?
- Define travel agency.
- What is tour costing ?
- Give two meaning of passport.
- State any two functions of ITDC.
- Who is a validators ?

SECTION – B

II. Answer **any 3** of the following questions : **(3×6=18)**

- Write a note on travel literature.
- Differentiate between retail travel agent and wholesale travel agent.
- Explain the tour itinerary.
- Discuss the tour packaging process.
- What is a tourist attraction ? Explain the importance of tourist attraction.

P.T.O.



SECTION – C

III. Answer **any 3** of the following questions : (3×14=42)

- a) Describe the organisational structure of ministry of civil aviation.
- b) Describe the role of railways in tourism promotion.
- c) Define the term tour operator. What role does a tour operator play in travel market ?
- d) Explain the travel formalities required for international travel.
- e) Write a note on importance of design and layout in travel agencies.

SECTION – D

IV. Answer **any 2** of the following questions : (2×10=20)

- a) Explain the procedure for opening a travel agency and state the guidelines for recognition of the travel agency.
- b) Explain the various functions of travel agency.
- c) Explain the different forms of tourism transport.

SECTION – E

V. Answer the following : (1×10=10)

- a) Write a note on growth of tourism industry in India.
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