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[Roll No.]

BTTM-202

**Bachelor of Tourism & Travel
Management (BTTM) IInd Semester
Examination Dec., 2023**

**TRAVEL AGENCY AND TOUR
OPERATIONS BUSINESS**

Time : 2 Hours]

[Max. Marks : 35

Note :- This paper is of Thirty five (35) marks divided into two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given there in. *Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.*

Section-A

(Long Answer Type Questions) 2×9½=19

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half (9½) marks each. Learners are required to answer any *two* (02) questions only.

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(1)

P.T.O.

1. Define Travel Agency. What are Various types of Travel Agency ? Briefly describe each with suitable example.
2. Discuss the role of computer application, information and communication technology in managing travel agency and tour operations.
3. List the various travel related document required for visiting foreign country for an Indian. Briefly explain each with examples.
4. What do you mean by tour itinerary? Design a tour itinerary of six days and five night for a special interest group visiting Uttarakhand for adventure sports.
5. What do you mean by departmentalization in travel agency ? Briefly describe various department of a travel agency.

Section–B

(Short Answer Type Questions) 4×4=16

Note :- Section ‘B’ contains Eight (08) Short-answer type questions of Four (04) marks each. Learners are required to answer any *four* (04) questions only.

1. What are the major issues affecting the growth and development of travel agency in the post-independence period ?

2. Write a note on 'Ticketing'.
3. Distinguish between Travel Agency and Tour Operation.
4. What are the various sources of income of a travel agency ? Briefly describe each.
5. What do you mean by low cost and no frill airlines ? Explain.
6. Describe the procedure for approval of tour operator by the Ministry of Tourism, Govt of India.
7. Write a short note on 'Computer Reservation System'.
8. Briefly explain any *two* of the following :
 - (a) Package Holidays
 - (b) Incentiver tours.
 - (c) Budget Hotel
