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MTTM-202

INTRODUCTION TO TRAVEL AND HOTEL OPERATION

Master of Tourism and Travel Management (MTTM)

2nd Semester Examination, 2023 (Dec.)

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 therein. 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)

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.

(2×9½=19)

1. Discuss the organizational structure of a large size of tour operations enterprise. Also, discuss the functions performed by a large size tour operation company.

2. Who is a travel agent? Also, differentiate between travel agents and tour operators.

3. Discuss about the Historical evolution of Hospitality industry in detail.

4. Discuss the objectives and functions of TAAI.

5. Discuss the various problems and challenges faced by travel agents and tour operators in India.

SECTION–B
(Short Answer Type Questions)

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.   (4×4=16)

1. Explain the role of Thomas Cook in travel agency business.

2. Describe the steps involved in setting up a new Travel Agency.

3. Discuss the roles and responsibilities of Housekeeping department of a hotel.

4. Discuss the functions performed by back office. Differentiate between back office and front office.

5. Briefly Explain the Sources of Income of a Travel Agency with Suitable example.

6. Discuss in Brief the classification of hotels.

7. Discuss the scope of travel trade business in India.

8. What are the different types of tour operator?

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