

**A-409**

**Total Pages : 3**

**Roll No. -----**

**ETS-103**

**Travel Agency and Tour Operations**

**Diploma in Tourism Studies (DTS)**

**1<sup>st</sup> Year Examination 2024 (June)**

**Time: 2:00 hrs**

**Max. Marks: 50**

**Note :** This paper is of fifty (50) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

**P.T.O.**

**A-409/ETS-103**

**1**

### **Section-A (Long-Answer-Type Questions)**

Note : Section 'A' contains Five (05) long-answer-type questions of Thirteen (13) marks each. Learners are required to answer any Two (02) questions only.

[2x13=26]

- Q.1. 'Business of travel agency has been considerably changed over the years'. Explain all the changes that have occurred since the origin with examples.
- Q.2. What are the different services provided by the tour operators in the package tour?
- Q.3. Highlight the history of the United Federation of Travel Agents Association (UFTAA).
- Q.4. Explain the various functions of Travel Agency.
- Q.5. Describe the roles and functions of IATO.

### **Section-B (Short-Answer-Type Questions)**

Note : Section 'B' contains Eight (08) short-answer-type questions of Six (06) marks each. Learners are required to answer any Four (04) questions only.

[4x6=24]

P.T.O.

- Q.1. Write a short note on the contribution of Thomas Cook in the world of travel industry.
- Q.2. What is the role of TAAI in tourism sector?
- Q.3. Describe the evolution of the modern travel agency business by Cox and Kings.
- Q.4. Explain various health regulations for foreign visitors visiting India.
- Q.5. What is the meaning and importance of itinerary? Explain with example.
- Q.6. What are the steps involved in establishing travel agency?
- Q.7. Explain the types of baggage rules and list the items not permitted as accompanying baggage by Airlines.
- Q.8. Explain any three of the following:
- a. Inbound tour operator
  - b. Special Interest tour operator
  - c. Horizontal Integration
  - d. Outbound tour operator

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