

Roll No.

ETS–103

Travel Agency and Tour Operation Diploma in Tourism Studies (DTS–16/17) Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Write an essay on the History of Travel Agency Business.
2. Write in detail about any *one* Indian Travel Company of your choice.
3. What is tour package ? Discuss its salient features and different components.
4. What is tourism organisation ? Discuss the role of tourism organisation in growth of tourism business in a country.

(B-91) P. T. O.

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 *four* (04) questions only.

1. Who is Tour Operator ? Also discuss the different types of tour operators.
2. Throw a light on the factors responsible for the growth of travel agency business in India.
3. Which documents are necessary to travel in a foreign country ?
4. What is tour itinerary ? Differentiate between tour itinerary and tour package.
5. Write a short note on TAAI.
6. Who are travel intermediaries ?
7. What are the different kinds of a tour itinerary ?
8. Procedures and requirements to start a travel agency in India.

Section-C**(Objective Type Questions)**

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

1. Oldest tour company of world is Thomas Cook.
(True/False)
2. Tour itinerary is a part of tour packaging. (True/False)
3. Travel agencies don't play a role of an intermediary between the actual service provider and the customer.
(True/False)

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4. Full form of CRS is “Customized Reserved System”.
(True/False)
5. Outboard tour operator provides services to those, who are travelling from any other country to our country.
6. Full form of AATO is
7. Full form of VISA is
8. Full form of FIT is
9. For many countries tourism is an important source of income.
(True/False)
10. Tour operators sell their packages to both travel agencies and the public.
(True/False)