

P-340

Total Pages : 3

Roll No.

BTTM-202

Travel Agency and Tour Operations Business

Bachelor of Tourism & Travel Management (BTTM)

2nd Semester Examination, 2023 (June)

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.

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.** Define Travel Agency. What are the main functions of a Travel Agency? Explain with examples.

2. What are the various travel documents required for travelling abroad? Explain each in detail.
3. Write a note on Thomas Cook'.
4. Define the role of IATA and ICACO. Also, discuss their inter-relationship.
5. What is a cost sheet ? Prepare cost sheet for a 3 day / 2 night itinerary.

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. Distinguish between Travel Agency and Tour Operator.
2. What are the different Fiscal and non-fiscal incentives provided by the government in setting up travel agency?
3. Write a short note on Computer Reservation System'.
4. Describe the roles and responsibilities of the foreign exchange department of a travel agency.

5. What are the ethical problems faced by the travel business in India?
 6. Why are travel agencies approved by the Ministry of Tourism, Govt. of India ?
 7. Explain the rules that are followed in establishing a travel agency.
 8. Draw the organisational structure of a mid-scale travel agency.
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