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## **MTTM-202**

### **Introduction to Travel and Hotel Operation**

Master of Tourism & Travel Management (MTTM)

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. Candidates should limit their answer 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. Write a detailed note on any multinational hotel chain of your choice.

2. Explain the historical background of travel industry. How Thomas Cook played a key role in evolution of travel business?
3. Write a detailed note on Travel Documentation and also discuss the responsibilities of Travel Documentation department.
4. Define 'Travel Agency' and types of Travel Agencies. Describe the role of Travel Agency in Tourism industry
5. Discuss the various policy measures undertaken by Ministry of tourism for the development of hospitality industry 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 functions of a travel agency.
2. How travel agents are playing a role of middlemen in selling the services offered by hotels? Comment.

3. Explain the role of travel intermediaries in the promotion of tourism in India.
  4. Discuss in Brief the classification of hotels.
  5. Discuss the problems and challenges faced by front office department.
  6. Discuss the role of food and beverage industry in promotion of tourism in India.
  7. Describe the procedure to establish a Travel agency in India.
  8. Write short note on any *two* of the following:
    - (a) HRACC.
    - (b) IATA.
    - (c) IATO.
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