

BTS–202/BTTM–202**Travel Agency and Tour Operations Business****Bachelor of Tourism & Travel Management****(BTS–12/BTTM–16/17)****Second Semester, Examination, 2017****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. Explain about the History of origin and development of Travel Agency Business in India.
2. What is the procedure for getting IATA approval ?
3. Explain in details about the various functions of IATO.
4. Discuss in details about the different functions of Tour Operation Business.

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. Differentiate between Retail Travel Agency and Wholesale Travel Agency.
2. Discuss in detail about the types of Tour Operators.
3. Explain about the process of setting-up a Travel Agency Business in India.
4. Discuss the hierarchy of a Travel Agency with their functions.
5. What are the role and functions of Travel Agency Manager ?
6. Discuss about the role and functions of TAAI.
7. What are the procedures for getting state tourism department approval for starting a travel agency business in India ?
8. Explain about the different sources of Income of a Travel Agency.

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.

Indicate whether the following statements are True *or* False.

1. TAAI is an Indian Association.
2. Make my trip is an Online Travel Agency.

[3]

3. Thomas Cook is known as the father of Travel Agency Business.
4. SOTC is an Indian company.
5. Cox and Kings is a multinational company.

Fill in the blanks :

6. WATA stands for
7. WTTC stands for
8. IATA stands for
9. TCI stands for
10. PATA stands for

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