

**BTS–303/BTTM–303****Computer Applications in Tourism**

Bachelor of Tourism and Travel Management

(BTS–12/BTTM–16/17)

Third 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. 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 notes on the following :

- (a) Amadeus
- (b) Worldspan
- (c) Sabre

2. What is e-Business ? Write the significance of e-Commerce in travel and tourism.
3. Describe the use of computers in travel services. Write in details about any *two* e-Business Organizations in Tourism and Travel.
4. What is e-Mail ? Discuss the procedure of sending and receiving of e-Mails.

### 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. How many data formats are available in Excel ? Name some of them.
2. Explain the application of CRS in Rail transport.
3. Write notes on the following :
  - (a) Arm Chair Tourism
  - (b) Travel Agency Automation
4. Explain the use of MICROS-FIDELIO software in Tourism Industry.
5. Write notes on the following :
  - (a) MS Office
  - (b) MS Power Presentation
6. Write the DOS Commands.
7. Differentiate between Computer Hardware and Computer Software.
8. Describe the advantages and disadvantages of use of computer technology.

**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. What is Search Engine ?
2. What is B2B ?
3. Write the full form of CRS.
4. Who is the Father of Computer ?
5. What do you understand by WAN ?
6. Name any *two* E-business setups.
7. Name any e-Business Organization in tourism and travel.
8. Name any software used in tourism operations.
9. Which key is used to drag a selected range of data to another worksheet in the same workbook ?
10. What is the short cut key to open the Open dialog box in MS-Word ?

