

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)

**[ 3 ]**

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)