

Roll No. ....

## **MHM–302**

### **Air Travel Operation**

Master of Hotel Management (MHM–11/16)

Third Semester, 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. What is CRS ? Give an overview of Computer Reservation Systems.
2. What is travel agent ? What are the roles of Travel Agency in tourism business ?
3. What is the role of IATA and ICAO in airline business ?

**(B-93) P. T. O.**

4. Write about the importance of Geo-marketing and yield management in airline 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. What is tourism market ?
2. Write a note on Specialized Tourist Segments.
3. What are International Travel Documents ?
4. Write a note on Economics of Travel Agency business.
5. What is E-ticketing ? What is its importance for the travel business ?
6. What are incentive and FAM trips ?
7. Write a note on Universal Federation of Travel Agents Association.
8. What are the various types of Travel Agency Ownership ?

### **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 age group will be charged Children fare ?
  - (a) 2-12
  - (b) 5-15
  - (c) 4-16
  - (d) None of the above

2. Which category of pax is treated as a infant ?
  - (a) 0-1 year
  - (b) 0-2 year
  - (c) 2-12 year
  - (d) None of these
3. Privately owned aircrafts are called :
  - (a) Air taxies
  - (b) Chartered planes
  - (c) Scheduled flights
  - (d) None of these
4. PNR stands for :
  - (a) Personal Name Register
  - (b) Passenger Name Register
  - (c) Passenger Name Record
  - (d) None of these
5. The headquarters of IATA is located at :
  - (a) Spain
  - (b) Canada
  - (c) U.K.
  - (d) U.S.A.
6. What is TC ?
  - (a) Transport Corporation
  - (b) Traffic Conference
  - (c) Travel Council
  - (d) None of these

7. Europe is in which of the following IATA areas ?
  - (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these
8. Expand IATA :
  - (a) International Air Transport Association
  - (b) International Aviation and Transport Association
  - (c) International Airline and Tourism Association
  - (d) None of these
9. E- ticket is also known as :
  - (a) Paperless ticket
  - (b) Manual ticket
  - (c) Reserved ticket
  - (d) None of these
10. South America is in which of the following IATA areas ?
  - (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these