

Roll No.

MTM–202/MTTM–202

Introduction to Travel and Hotel Operations

Master of Tourism and Travel Management

(MTM/MTTM)

Second 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. Describe the various fiscal and non-fiscal incentives that are available to Tour Operators in India.
2. Explain the origin, developmental history and present status of Travel Trade Sector in the world.
3. What is the procedure and criteria of Hotel Classification in India ?
4. Explain the step by step procedure for setting up of a Travel Agency Business in India.

(B-101) 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. Briefly explain the opportunities and challenges of Travel Trade Business.
2. What are the functions of Back Office in India ?
3. Describe the organizational hierarchy of a Travel Agency.
4. Explain the role of Tour Operators in Tourism Chain of Distribution.
5. Discuss the core areas of a Standard Hotel.
6. Write a short note on "Multinational Hotel Chain Operation in Indian".
7. Describe the legal aspects of Travel Trade Business.
8. Discuss the role of IATO in promotion of tourism.

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. Fill in the blanks :
 - (a) IATO has its head office in
(Delhi/Mumbai)
 - (b) Generally resorts are located in
(City/Out of City)

[3]

- (c) Famous Taj Hotel of Mumbai belongs to..... . (Tata Group/Oberoi Group)
- (d) Form is used in hotel. (B/C)
- (e) The classification of hotels is vested with
(FHRA/HRACC)

2. State True *or* False :

- (a) Night auditor is post in hotel. (True/False)
- (b) Blue book is used in hotel. (True/False)
- (c) Galileo is software. (True/False)
- (d) ITDC is owned by Government of India.
(True/False)
- (e) Carlson is an Indian Hotel Chain. (True/False)