1. "*Travel and Hotel Operations are amalgamation of several linkages and elements*", describe these linkages and elements and also discuss the various challenges involved in travel and hotel operations.

2. Elaborate the critical role played by various travel agents in turmoil like situations on any tourism destinations ? And also explain the field operations of Travel Agency business.

3. "*The diversity and changing patterns of hotel use often make precise classification difficult, and new forms of accommodation are being introduced to cater for specific needs*," in the light of this statement, justify the significance of hotel classification in Indain context ?

Section B
(Short-Answer-Type-Questions)

Note - Section 'B' contains Six (06) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4 x 5 = 20)

1. Write short notes on :

    (a)   Inter - sectoral linkages, and

    (b)   Organisation of a mid-size Hotel.

2. As a tour escort, how would you prepare and plan yourself to handle a tour of 20 Passengers to visit the Golden Triangle.

3. "*There is a need for marketing and promotional campaign in all the spheres of travel industry*", Justify this statement with suitable examples.

4. Explain the basic guidelines for getting recognition from IATA by a tour company.

5.   As a travel agent, explain the nature of your professional relationship with Tourist Transport Supplier in the present scenario of Ola and Uber options.

6.   Enumerate and explain the managerial functions and responsibilities of the House-Keeping Manager.

MTM-202/MTTM-202

Introduction to Travel and

Hotel Operations

Master of Tourism

& Travel Management

(MTM-12/MTTM-16/17)

Second Semester, Examination - 2019

Time : 3 Hours   Max. Marks : 40

Note - This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

(Section A)

(Long-Answer-Type Questions)

Note - Section 'A' contains Three (03) long-answer-type questions of Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2 x 10 = 20)