

S-599

Total Pages : 3

Roll No. -----

ETS-103

Travel Agency and Tour Operations

Diploma in Tourism Studies (DTS)

1st Year, Examination 2022(Dec.)

Time: 2 Hours

Max. Marks: 50

Note : This paper is of fifty (50) 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 Five (05) long-answer-type questions of Thirteen (13) marks each. Learners are required to answer any two (02) questions only.

[2 x 13 = 26]

P.T.O.

- Q.1. Define Travel agency and tour operators. Differentiate between travel agency and tour operator.
- Q.2. What are the important functions performed by a large sized travel agency?
- Q.3. Explain the functions and objectives of IATA.
- Q.4. Explain the organizational structure of a large size Travel agency.
- Q.5. Explain the contribution and role of UFTAA in Travel business.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Six (06) marks each. Learners are required to answer any Four (04) questions only.

[4 x 06 = 24]

- Q.1. Explain the functions of Department of Tourism Government of India.
- Q.2. What is the procedure and basic requirements for the establishment of travel agency?
- Q.3. Who is a travel agents? Also discuss his responsibilities.
- Q.4. What is the procedure for the approval of tour operators by ministry of Tourism Government of India?
- Q.5. Explain the components of tour package.
- Q.6. Define :
- Ticketing
 - Package tour
 - Inbound tourism
- Q.7. What is Tour itinerary? Discuss its key features and significance.
- Q.8. Why Travel information and counselling is the most important function of travel agency business?
