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Total Pages : 3

Roll No.

ETS-103

Travel Agency and Tour Operations

Diploma in Tourism Studies (DTS-10/16/17)

First Year Examination, 2021 (Winter)

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.

(2×13=26)

- 1.** Write a detailed note on the history, growth and development of the Travel Agency and Tour Operation business in India.

2. What are the various components and elements of the Tour Operation? Explain your answer with relevant examples.
3. What do you understand by Tour Packaging? What are the different steps involved in the preparation of a Tour Package?
4. Discuss in detail the procedure involved in setting up of Travel Agency and Tour Operation Business in India.
5. 'The COVID-19 pandemic has had a huge impact on the tourism industry due to the resulting travel restrictions as well as a slump in demand among travellers.' Discuss it in detail.

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. (4×6=24)

1. Define the following :
 - (i) Travel Agent.
 - (ii) Tour Operators.
2. Write a short note on Trade Fair and Exhibition.
3. What do you understand by linkages in the travel agency business?

4. What is inbound tour operation? Illustrate your answer with examples.
 5. As a tour operator, what ingredients you will put in the tour package for a family holiday vacation. Illustrate your answer by making a tour package for 6 nights and 7 days to any destination of your choice in Uttarakhand.
 6. Differentiate between Travel Agent and Tour operator.
 7. Define in brief the role played by the travel agent in the preparation of travel documentation and ticketing.
 8. What role do travel agencies play in disseminating Travel Information and Counselling to potential tourists?
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