

C849

Total Pages : 3

Roll No.

ETS-103

Travel Agency and Tour Operations

Diploma in Tourism Studies (DTS)

1st Year Examination, 2022 (June)

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. Define travel agency, tour operators, and travel agents.
Discuss the growth of travel agency business.

2. What are the different sectors responsible for the development of travel and Tourism Industry?
3. What are the different types of travel agencies? Discuss the evolution of travel agency business in India. What are the different types of travel agencies operating in India?
4. What is Tour operation? Discuss the importance of tour operations department.
5. Write a short note on the following :
 - (a) Reservation and airline ticketing.
 - (b) Itinerary making.
 - (c) Travel insurance.
 - (d) Tour costing.

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. Describe the organization structure of a large travel agency.
2. What are the different functions of travel agencies? What are the linkage and arrangement in travel agencies?

3. What are the different types of journey?
 4. Write down the different types of itineraries.
 5. What is a package tour? Describe different types of package tour.
 6. What is the procedure for the approval and recognition of travel agency business?
 7. What is the major difference between inbound and outbound tour operators?
 8. “There is a thin line between travel agents and tour operators but a huge gap in their relationship.” Give your opinion by giving examples.
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