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## **MTM-202/MTTM-202**

### **Introduction to Travel and Hotel Operations**

Master of Tourism & Travel Management

(MTM-12/MTTM-16/17)

2<sup>nd</sup> Semester Examination June 2022

Time : 2 Hours

Max. Marks : 40

Note : This Paper is of forty (40) marks divided into two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given there in.

#### **Section-A**

(Long Answer-type questions)

Note: Section 'A' contains Five (05) Long-answer type questions of ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 = 20)

Q.1. Who are the principles suppliers of a travel agency? How should a travel agent engage or handle these principles supplier? And also explain the basic working of a travel agency ?

P.T.O.

- Q.2 Discuss the meaning of distribution channel in tour operations. Also highlight the role of distribution channels in tour operations and how it does impacting by the present online system of working.
- Q.3 Justify the contribution of multinational hotel chains towards quality improvement within Indian context? And also briefly argue over its disadvantages.
- Q.4 Discuss the relationship between Travel industry and Hotel industry ?
- Q.5 Throw a light on different departments of a Hotel?

### Section-B

(Short Answer-type questions)

Note: Section 'B' contains Eight (08) Short-answer type questions of five (05) marks each. Learners are required to answer any four (04) questions.

(4 x 5 = 20)

P.T.O.

- Q.1 Explain :
- a. Designing a restaurant and Menu
  - b. Main sectors of Hospitality Industry
- Q.2 Explain the organized and unorganized sectors of tourism and hospitality industry in India and highlights their role towards tourism promotion ?
- Q.3 Explain the role and contribution of IATO and IHA towards streamlining the tourism and hospitality industry in india?
- Q.4 Briefly enumerate and discuss the basis of star categorization of hotels in india?
- Q.5 Draw the organization chart of the housekeeping department of a medium and large size hotel ?
- Q.6 Discuss the functions and responsibilities of tour operators while operating in india?

P.T.O.

Q.7 Discuss the role and importance of Travel Agency and Tour operators in promotion and development of tourism business in any country ?

Q.8 Write short note on any two of the following :

- a. IATA
- b. TAAI
- c. HAI

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