

Roll No.

BTS–202/BTTM–202

Travel Agency and Tour Operations Business **Bachelor of Tourism and Travel Management** **(BTS–12/BTTM–16)**

Second Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 35

Note : This paper is of **thirty five (35)** marks containing **three (03)** sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Differentiate between retail travel agency and wholesale travel agency.
2. Define tour operator and also discuss types of tour operator.
3. Discuss about the role of IATO in tour operation business.
4. Discuss about the role of travel agency in the promotion of tourism industry in India.

Section-B**(Short Answer Type Questions)**

Note : Section 'B' contains eight (08) short answer type questions of two and half $2\frac{1}{2}$ marks each. Learners are required to answer *six* (06) questions only.

1. What is Ground Operator ?
2. Discuss about the income sources of Travel Agency.
3. Discuss about role of IATA in Tourism Industry.
4. What are the role of TAAI in Travel Agency Business ?
5. Explain the duties of Travel Agency Manager.
6. Discuss in details about laws relating to the travel agency business.
7. Explain in details the procedure of setting travel agency.
8. Make a 3 Days 2 Night itinerary for Buddhist Circuit.

Section-C**(Objective Type Questions)**

Note : Section 'C' contains ten (10) objective type questions of half $\frac{1}{2}$ mark each. All the questions of this section are compulsory.

Write True/False :

1. Yatra.Com. is not an online travel agency.
2. Wholesale travel agency cannot sell services to the client.
3. Headquarters of WTO is Geneva.
4. Thomas Cook is an Indian Travel Company.

[3]

Answer in short :

5. CRS stands for
6. ITDC stands for
7. WTTC stands for
8. Headquarters of IATO is
9. PATA stands for
10. GDS stands for

