

Roll No.

ETS–103

Travel Agency and Tour Operations

Diploma in Tourism Studies (DTS–10/16)

First Year, 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. Learners are required to 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. Write a brief note on the history of travel agency and tour operation.
2. What are the components and elements of tour operation ?
3. Give the complete procedure adopted in a travel agency in imparting travel information and counselling to the customers.
4. What are the present business trends and future prospects in tourism ?

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. Differentiate travel agent and tour operator.
2. What is NTO ? Give its role and functions.
3. Define Accessible tourism.
4. What are the principles adopted in Itinerary making ?
5. Define Adventure tourism.
6. What is a tourism linkage ?
7. Define international tourism.
8. What is tour packaging ?

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.

Answer in about one or two sentences.

1. Tour guide.
2. VISA
3. Tour host
4. IATA
5. UNWTO
6. IATO
7. Outbound Tourism
8. MCO
9. Capital of Austria
10. MICE