

Roll No.

MHM–201

Travel Agencies Operation

Master of Hotel Management (MHM–11/16)

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. Define Tourism. Illustrate tourism motivations.
2. Discuss the main functions of travel agency.
3. Illustrate procedure for approval of a travel agency from Ministry of Tourism.
4. Write a note on functions of CRS and Travel related services.

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. Explain Travel agency.
2. What is group operator ?
3. Explain tourism product.
4. What is an Itinerary ?
5. What is accommodation ?
6. Describe the Travel market segments.
7. What is tour package ?
8. Explain Travel Insurance.

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.

Explain in one or two sentences :

1. Leisure travel
2. Domestic Travel
3. Escort
4. Commission
5. Tour package
6. Flight Itinerary
7. Resort
8. IATA
9. Reservation
10. Controlling