

Roll No.

MTM–202/MTTM–202

Introduction to Travel and Hotel Operations

Master of Tourism and Travel Management

(MTM–12/MTTM–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, 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 Hotels. How are they classified ?
2. Explain the history and development of travel industry.
3. Explain in detail the departments of a Travel Agency.
4. Write an essay on ethical and legal issues in tourism business.

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. Define Hospitality.
2. Write a note on Online Travel Agencies.
3. Discuss the challenges faced in travel business in India.
4. Write a note on IATO.
5. Discuss the functions of travel agent.
6. What are the fiscal incentives available to travel agencies in India ?
7. How is marketing of travel and hospitality services different from commodity marketing ?
8. Describe 'front office' departments of Hotel.

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.

Fill in the blanks :

1. The classification of hotels is done by
2. HAI stands for
3. CRS stands for
4. Taj Group of Hotels was founded by
5. An act of persuading a guest to buy a higher priced room is known as

True/False :

6. TAAI stands for Travel Agent Association of India.
(True/False)
7. Hotels by the side of highways are known as Motels.
(True/False)
8. IATA has its head office in New York. (True/False)
9. Oberoi Hotel Group is founded by Mr. Vikki Oberoi.
(True/False)
10. Front Office department is responsible for selling the
rooms in hotel. (True/False)

