

## MHM–201

### Travel Agencies Operation

Master of Hotel Management (MHM-11/16)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** 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 nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Discuss in detail about the various applications of information technology for the tourism industry today.
2. What is the procedure to set up the IATA approved travel agency ?
3. What are the various components of tour package ? Discuss any *four* package offered by famous travel agency.
4. What is travel motivation ? Discuss the travel through ages and the challenges in travel business today.

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

**Note :** Section ‘B’ contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write a note on Air Transport in India.
2. Write a note on the Travel Insurance.
3. Discuss a note on automation in tourism industry.
4. Write a note on the ancillary tourism services.
5. Write a note on the travel marketing.
6. Write a note on Sports operators.
7. Write a note on Tour Itinerary.
8. Write a note on business travel.

**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.

1. Which of the following is not a CRS ?
  - (a) World-span
  - (b) Amadeus
  - (c) Sabre
  - (d) Homilieu
2. Tour Itinerary can be called as ..... of the trip.
  - (a) Time table
  - (b) Travel agent
  - (c) Tour Consultant
  - (d) Travel Cost

3. Which of the following is not a travel agency/tour operator ?
  - (a) Thomas Cook
  - (b) Cox and Kings
  - (c) American Express
  - (d) Pull Express
4. Costing of the tour package doesn't include ..... .
  - (a) Cost of the shopping
  - (b) Accommodation
  - (c) Flight tickets
  - (d) Transportation
5. IATA gives accreditation to travel agents. (True/False)
6. The apex fare is advance fare in airlines. (True/False)
7. Passport is an essential travel document if you are travelling outside your country. (True/False)
8. IATO is a association of tour operators. (True/False)
9. Computerized recorded system helps in booking air-tickets. (True/False)
10. Tour package includes the cost of transportation. (True/False)

