

ETS-103
Travel Agency and Tour Operation
Diploma in Tourism Studies (DTS-16/17)
Examination, 2019

Time: 3 Hours

Max.Marks:40

Section – A
(Long Answer Type Questions)

Note: Section 'A' contains four long answer type questions. Attempt any two questions of your choice (2x9½=19)

1. Write an essay on travel agency business of India.
2. Who is a travel agent? Discuss the salient features of travel agency. Differentiate between travel agency and Tour operator.
3. Throw a light on the important functions of a travel agency.
4. Write a detailed note on any travel trade association of India.

Section – B
(Short Answer Type Questions)

Note: This Section contains eight short answers: Attempt any four questions of your choice. (4x4=16)

1. Discuss the different components of a tour package.
2. Write a short note on Thomas Cook travel company.
3. Describe the different linkages of a travel agency.
4. What is ticketing?
5. What do you mean by wholesales travel agency?
6. Discuss the factors which are responsible for the growth of travel business in India.
7. What are the different kinds of a tour itinerary?
8. Discuss the essential things required to design a tour itinerary.

Section – C
(Objective Type Questions)

Note: Section 'C' contains ten (10) objective type questions. Attempt all Questions. (10x^{1/2}=05)

1. Cox & Kings Ltd. Was founded by _____
2. Tour package is a part of tour itinerary. (True/False)
3. Travel agency and Tour operation company both are same. (True/False)
4. The Mission of Tourist Information Centres is to make bookings for visitors. (True/False)

5. OTAS Stands for Online Travel Agents. (True/ False)
6. Full form of VISA is “Visitor International Standard Application” (True/False)
7. Inbound tour operator sells services to such tourists, who are interested to travel to a foreign country. (True/False)
8. Destination Management company or Ground Handling company offers tour services at the actual visiting destination. (True/False)
9. Popular Book “Travel Agency Management “ An introducing Text” is written by prof. Mohinder chand. (True/False)
10. Write the name of any one online agency company of India _____
