

# **MHM-302**

## **Air Travel Operation**

Master of Hotel Management (MHM-11/16)

Third Semester, Examination, 2019 (June)

**Time : 3 Hours]**

**Max. Marks : 40**

**Note :** This paper is of Forty (40) marks divided into 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 nine and half (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

1. What is IATA ? What are its roles and responsibilities ?
2. What are the important points of "The Air Corporations (Transfer of Undertakings and Repeal) Act, 1994".

3. What are Online travel agencies ? What are the contemporary Travel Agency Practices and Trends ?
4. What is the importance of yield management in Hospitality business?

## **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 any four (04) questions only. (4×4=16)

1. What is CRS?
2. Write a note on IATA/UFTAA Training Programme.
3. What are Business and Professional Tourists ?
4. Write a note on Segments of the Travel Industry.
5. What are the various Periods of Tourism development ?
6. Write about Food and Beverage Businesses in India ?
7. Write a note on Air Laws and Regulations.
8. Write a note on the Domestic Airlines in India.

**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. (10 $\times$  $\frac{1}{2}$ =05)

1. PNR stands for
  - (a) Personal Name Register
  - (b) Passenger Name Register
  - (c) Passenger Name Record
  - (d) None of these.
  
2. The head quarters of IATA is located at
  - (a) Spain
  - (b) Canada
  - (c) UK
  - (d) USA.
  
3. India is located in which IATA area ?
  - (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) TC4.
  
4. Expand IATA
  - (a) International Air Transport Association
  - (b) International Aviation & Transport Association
  - (c) International Airline & Tourism Association
  - (d) None of these.

- 5.** North America is in which of the following IATA areas
- (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these.
- 6.** E- ticket is also known as
- (a) Paperless ticket
  - (b) Manual ticket
  - (c) Reserved ticket
  - (d) None of these.
- 7.** Africa is in which of the following IATA areas
- (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these.
- 8.** Australia is in which of the following IATA areas
- (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these.
- 9.** LHR is the airport code of.
- (a) Heathrow Airport
  - (b) Paris Airport
  - (c) Dubai Airport
  - (d) None of these.
- 10.** Egypt is in which of the following IATA areas
- (a) TC1
  - (b) TC2
  - (c) TC3
  - (d) None of these.
-