

# **MTM-202/MTTM-202**

## **Introduction to Travel and Hotel Operations**

Master of Tourism & Travel Management

Second 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 are the opportunities and challenges of travel trade sector?
2. Explain the core functions of a Travel Agency and also discuss their hierarchy.

3. Discuss in detail the functions of each of the core area of a Five Star Hotel.
4. Discuss the role of IATA&TAAI in promotion of tourism.

## **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. Discuss the scope of travel trade business in India.
2. What are the types of Travel Agents and Tour Operators?
3. Explain the meaning of hotel and discuss the growth and development of hotel business in India.
4. Discuss the challenges faced in marketing of a travel trade business.
5. What is the procedure of Hotel Classification in India?
6. Explain the purpose and typology of Hospitality.
7. Describe the Regulatory Aspects of Travel Trade Business.
8. What are the advantages and disadvantages of Multinational Hotel chains 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)

**State True or False :**

1. Night auditor is a post in hotel. (True/False)
2. Red book is used in hotel. (True/False)
3. Galileo is a PMS. (True/False)
4. ITC is owned by Government of India. (True/False)
5. Starwood is an Indian hotel Chain. (True/False)
6. IATO has its head office in Mumbai. (True/False)
7. Generally resorts are located in the heart of city. (True/False)
8. Famous Taj Hotel of Mumbai belongs to Tata group. (True/False)
9. Form C is used in hotel. (True/False)
10. The classification of hotels is vested with FHRAL. (True/False)

