

ETS-103
TRAVEL AGENCY AND TOUR
OPERATIONS

Diploma in Tourism Studies (DTS-10/16/17)

First Year, Examination-2020

Time Allowed : 2 Hours

Maximum Marks : 40

Note : This paper is of Forty (40) marks divided into Two (02) sections A and B. Attempt the question contained in these sections according to the detailed instructions given therein.

Section-A

(Long Answer type Questions)

Note : Section-‘A’ contains Five (05) long Answer type questions of Ten (10) marks each. Learners are required to Answer any two (02) Questions only. (2×10=20)

1. Define the Travel agency. Discuss its key features and types.

2. Describe the linkages of a large sized Travel agency.
3. Explain the important functions performed by a Travel agency.
4. Write short notes on any two Travel Trade Organizations.
5. Discuss in detail about the basic things required to set up a Travel Agency Business.

Section-B

(Short answer type questions)

Note : Section-B Contains Eight (08) short Answer type questions of Five (05) marks each. Learners are required to Answer any four (04) questions only. (5×4=20)

1. Who is a Travel Agent ?
2. Define the Tour itinerary.
3. What is Tour package ? Discuss its important components.

4. How an individual can set up a Travel Agency Business?
5. What are the different kinds of Tour itinerary ?
6. Explain the important types of Tour operator.
7. Differentiate between Tour itinerary and Tour Package.
8. What are the basic differences between Retail travel agency and Wholesale Travel agency ?
