

MTM-401/MTTM-401
AIRLINES TICKETING AND
CARGO OPERATIONS

Master of Tourism and Travel Management
(MTM-12/MTTM-16/17)

Fourth Semester, 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. What are the different types of Aircrafts in Airlines Industry ? Explain in detail.

2. What are the scope and significance of Automation in Ticketing Business ?
3. Why Cargo Operations holds an integral part of Supply Chain Management ? Discuss.
4. Write the IATA 3 letter code of any ten cities of your choice.
5. How COVID-19 can affect the Airlines Industry? Justify your statement with suitable examples.

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. What are different types of Travel Documents ?
2. What do you understand by Itinerary, why Itinerary planning becomes a necessary factor while designing a tour package ?

3. What are the terms and condition for cancelling the Airline reservations ?
4. Explain the different types of Air fare used in Airlines Industry.
5. What are the pricing strategies for calculating tour price ?
6. Write a short note on GCR and SCR.
7. What is Airlines Ticketing ?
8. What are the different seating plans of an International flight ?
