

MBA (TOURISM MANAGEMENT)
(SEM II) THEORY EXAMINATION 2018-19
TRAVEL AGENCY AND TOUR OPERATIONS

Time: 3 Hours**Total Marks: 100****Note:** Attempt all Sections. If require any missing data; then choose suitably.**SECTION A****1. Attempt all questions in brief. 2 x 10 = 20**

- a. Which country organize WTM and ITB Travel Mart every year?
- b. What do you understand by Non Fiscal Incentives?
- c. How many staff members are required to start Travel Agency in City?
- d. Blue and White/Grey color of passport indicates which type of passport it is.
- e. What formalities have to be completed by a passenger at Domestic Airport during departure time?
- f. Decode the following codes: -
1. CHD 2. PTA 3. BRD 4. SKED
- g. Who was the pioneer of Travel Agency?
- h. Who innovated coupon called circular notes which is known as Traveler's cheque?
- i. Describe the two most important documents which passenger should carry while travelling to abroad.
- j. Give the name of the following International Airport:
1. Delhi 2. Mumbai 3. Kolkata 4. Lucknow

SECTION B**2. Attempt any three of the following: 10x3=30**

- a. Describe the detailed information about Travel Insurance.
- b. What are the objectives of IATO?
- c. What is a role of Accounts and Transport Department In Travel Agency?
- d. Describe the meaning of disseminating information on destinations.
- e. What features are reflected in the tour itinerary?

SECTION C**3. Attempt any one part of the following: 10x1 = 10**

- a. What formalities has to be completed by the passenger arriving from abroad.
- b. What are the various sources of income for any tour operation?

4. Attempt any one part of the following: 10x1=10

- a. What is processes to obtain approval of Travel Agency from Govt. of India Tourist Department?
- b. What is a role of TAAI in Tourism Industry?

5. Attempt any *one* part of the following: 10x1 = 10
- a. Describe the function of ITDC.
 - b. Explain the process of marketing research.
6. Attempt any *one* part of the following: 10x1 = 10
- a. What are the Advantages and Disadvantages of Tour Package?
 - b. What is a role of AIDA in promotional work of Tour Package?
7. Attempt any *one* part of the following: 10x1 = 10
- a. Describe in details about Place on Wheel and which route is followed by train.
 - b. What documents are required for applying fresh Passport and in which city passport office located for Western Uttar Pradesh?