

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

Time: 3 Hours**Total Marks: 70****Note:** Attempt all Sections. If require any missing data; then choose suitably.**SECTION A****1. Attempt all questions in brief. 2 x 7 = 14**

- a. What is full form of ITB & WTM and where they organize a travel meet.
- b. What is a job of immigration department at Airport?
- c. Who played a founder' role in the organization of the travel and which year he organized two excursions from England to united states.
- d. In which year TAAI was founded and by how many travel agents.
- e. What are the various components in tour package?
- f. What are the different types of passport in India?
- g. How much weight of luggage and hand bag is permitted while within India by flight in economy class?

SECTION B**2. Attempt any three of the following: 7 x 3 = 21**

- a. What are the basic requirements to start travel agency in metro city?
- b. What documents are required to apply tourist visa.
- c. Describe a role of ITDC in tourism Industry.
- d. What do you understand by post tour management?
- e. How many rules and conditions, required to become IATA approved travel agency.

SECTION C**3. Attempt any one part of the following: 7 x 1 = 7**

- (a) What do you understand by Marketing strategies in tour package?
- (b) Describe the operational system of in-bound department in travel agency.

4. Attempt any one part of the following: 7 x 1 = 7

- (a) What are the basic difference between travel agent and tour operator?
- (b) Explain the significance of the following:-
 - i. FAM tours
 - ii. Tour brochure
 - iii. Travel Mart

5. Attempt any one part of the following: 7 x 1 = 7

- (a) What sort of arrangements takes place between travel agent and hotel, transport segments?
- (b) What re the different types of visas?

6. Attempt any *one* part of the following: 7 x 1 = 7
- (a) What kind of information is required from the clients for planning an itinerary?
 - (b) Explain the markup. Net rate, gross rate.
7. Attempt any *one* part of the following: 7 x 1 = 7
- (a) Explain the importance of product knowledge for all tourism professionals.
 - (b) From where can a tourism professional gather latest information about a destination.