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Sixth Semester B.Com. Degree Examination, March 2021

Career Related First Degree Programme Under CBCSS

Group 2 (a) – Commerce and Tourism and Travel Management

Vocational Course IX

TT 1671 – TRAVEL AGENCY, TOUR OPERATION AND AIRLINE
MANAGEMENT

(2018 Admission Regular)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **all** questions in one word or to a maximum of two sentences each. Each question carries **1** mark.

1. Name the first Indian travel agency.
2. What is MICE?
3. What is ETD in tour itinerary?
4. Who is a tour operator?
5. Give examples for special interest travel.
6. What is the IATA code for Indigo airline?
7. What is recreation?

P.T.O.

8. What do you mean by direct flight?
9. What is the standard clock time of India?
10. What do you mean by transfer?

(10 × 1 = 10 Marks)

SECTION – B

Answer **any eight** questions in not exceeding one paragraph each. Each question carries 2 marks.

11. List the difference between FIT and GIT.
12. What is the role of TAAI?
13. What do you mean by escort service?
14. What is group incentive tour?
15. What is domestic travel operation?
16. Differentiate group tours and individual tours.
17. What are the various sources of tourism information?
18. What types of instructions are needed to plan an itinerary?
19. What do you mean by airline classes of services?
20. How is working of a travel agent related to that of a tour operator?
21. What do you mean by an IATA approved travel agency?
22. Who are travel intermediaries?
23. What is tour operation?
24. What is commission in travel agency business?

25. What is the significance of international dateline in world time calculation?
26. The local time in Madrid is 05:00 hours on 30 November; what is the local time and date in Vancouver? Given: Standard Clock Time of Madrid and Vancouver is GMT+1 and GMT-8 respectively.

(8 × 2 = 16 Marks)

SECTION – C

Answer **any six** questions in about **120** words each. Each question carries **4** marks.

27. Write notes on "evolution of travel agency".
28. Mention the importance of travel documentation.
29. What is the significance of branding tourism?
30. Explain the concept of travel operations.
31. What is tour brochure? Mention the importance of tour brochure.
32. Describe the types of tour itinerary.
33. What do you mean by Global Distribution System?
34. What are the basis for the classification of tour operators?
35. Explain the mechanism of operating a travel agency.
36. List down the golden rules of itinerary development.
37. What is travel portal business? Give examples.
38. Write notes on ancillary travel service organizations.

(6 × 4 = 24 Marks)

SECTION – D

Answer **any two** questions in not exceeding **4** pages each. Each question carries **15** marks.

39. Describe the role and contribution of IATA in the promotion of travel agency and tour operation business in India.
40. Briefly explain the integration and linkages in travel agency and tour operation business.
41. Discuss the pricing strategies in tour packages.
42. Explain the procedure for approval of a travel agency laid down by the ministry of tourism, government of India.
43. What is tour planning? Explain in detail the phases of tour planning.
44. Flight AF leaves Paris at 12:30 hours on Tuesday, 12th December and arrives at Montreal at 13:55 hours on the same day. What is the total flying time? Given: Standard Clock time of Paris and Vancouver is GMT+1 and GMT-5 respectively.

(2 × 15 = 30 Marks)