Printed Pages: 02 **Sub Code: KMT208**

Paper Id: 271210 **Roll No.** | | | | | | | | | | |

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?

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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?

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