

Roll No.

Total No. of Questions : 13]

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J-3197[S-1053]

[2037]

PGDATHM (Semester - 1st)

TRAVEL AGENCY & TOUR OPERATIONS (PGDATHM - 104)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)

(15 × 2 = 30)

- a) What is distribution chain?
- b) Define the term tour operator.
- c) Name at least four departments of a travel agency.
- d) What do you mean by inclusive tour?
- e) What is an itinerary?
- f) What do you mean by costing?
- g) Write a short note on a tour escort and explain the duties involved in his job.
- h) What is the difference between an escort and a guide? Explain.
- i) Where is the head office of PATA.
- j) What do you understand by the term Immigration?
- k) Write a short note on TAAI.
- l) What is forex and why do we require it?
- m) What do you understand by the term PSA?
- n) Explain the term Travel agency.
- o) What do you mean by the term Automation?

P.T.O.

Section - B

(9 × 5 = 45)

- Q2)** Write a descriptive note on travel agency business.
- Q3)** What are the steps in itinerary preparation?
- Q4)** What is a package tour? Describe its components.
- Q5)** In India maximum travel agencies are unprofessionally managed. Comment.
- Q6)** What are the conditions Tour Operator must fulfill for grant of recognition by Department of Tourism.
- Q7)** Differentiate between a tour operator and a travel agent.
- Q8)** Tour operation business requires a very good linkage among the various segments of the travel trade. Comment.
- Q9)** Write a descriptive note on the working of an outbound travel agency.
- Q10)** Write a note on guidelines provided by IATA for airlines industry.
- Q11)** What are the steps in costing a tour package?
- Q12)** What are the factors kept in mind while designing an itinerary?
- Q13)** What are the advantages of automation of travel trade in India?

