

Roll No

860
D.T.S. (Previous)
Examination 2010
ETS- 103
Diploma Programme in Tourism Studies
Travel Agency and Tour Operation

Time: 3 Hours

Maximum Marks: 35

Section –A

1. Fill in the blanks. (5x1=5 Marks)

- i. WTO stands for
- ii.is the first important function of all travel agencies.
(Reservation/Cancellation)
- iii. There are two basic categories of tours, i.e.tours and individual tours.
(Mass/Group)
- iv. IATO stands for
- v. The operators who receive tourists and handle their arrangements in the host countries are tour operators. (Inbound/Outbound)
- vi.

Section –B

2. Short answer type questions (Attempt any five) (5x2=10 Marks)

- i. What do you understand by Travel Portal?
- ii. What are Domestic tour operators?
- iii. Write any two roles of Travel Agents Associations of India.
- iv. Write two lines on the importance of 'E-booking'.
- v. Describe two main benefits of tour package?
- vi. What do you understand by Budget hotels?

Section –C

3. Essay type question (Attempt any 4 questions) (4x5=20 Marks)

- i. What are the emerging trends in tourism industry?
- ii. Define itinerary and its importance.
- iii. What are the main objectives of State Tourism Development Corporation?
- iv. Describe two major issues that impede the success of travel organizations.
- v. Describe two factors necessary for the future growth and development of tourism industry in India.
- vi. Write four uses of information technology in modern travel agency business.
- vii. Write a note on Helsinki Accord (1979) OR Athens Convention (1974).