Roll No. _____

END SEMESTER EXAMINATION
SEMESTER- III

COURSE CODE : TTM-401 | **DURATION : 3 (THREE)HRS**
COURSE TITLE : TRAVEL AGENCY AND TOUR OPERATIONS | **MAXIMUM MARKS : 75**
SESSION : JULY-DEC'2021 | **PASS MARKS : 35 %**

NOTE:
1. *All the questions are compulsory*
2. *Attempt any 5 (five) questions.*
3. *Mark for each question is shown against it.*
4. *Assume suitable logical data wherever necessary.*

1.	**(a)**	What do you understand by Travel Agency? Why it is important in modern days, elaborate the answers?	**(4+4)**
	(b)	What you meant by online travel agency? Give two examples.	**(7)**
2.	**(a)**	How Travel Agency is different from Tour Operator?	**(8)**
	(b)	What is Travel Voucher? How is it helpful in tourism sector?	**(7)**
3.	**(a)**	What do you understand by Ticketing? Write the importance of Ticketing?	**(3+4)**
	(b)	What are the major problems in Travel Agency Operation?	**(4)**
	(c)	Write the source of income of Travel agency and tour operators.	**(4)**
4.	**(a)**	What do you know about Customer Cares? Write the importance of customers cares in Tourism.	**(4+4)**
	(b)	Write the reasons of Customers complaint. What qualities need to handle such complaints?	**(3+4)**
5.	**(a)**	What is a tour operator? Write its types with example.	**(3+4)**
	(b)	What is Tour Package? What points to be considered while planning a tour?	**(3+5)**
6.		Write short notes on the travel formalities of the following:	
	(a)	Passport	**(5)**
	(b)	Visa	**(5)**
	(c)	Travel Insurance	**(5)**
7.	**(a)**	You being a representative of Tour Operator company, your guests are arriving in Airport, how will you organize to pick up the guest?	**(7)**
	(b)	Write down the advertisement & publicity of Tour operators.	**(8)**
8.	**(a)**	Write the qualities of a Tour Operator.	**(7)**
	(b)	Write note on contribution of "Thosmas Cook "in the field of Tourism Development.	**(8)**

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