

**E 2224**

(Pages : 2)

Reg. No.....

Name.....

**B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, APRIL 2016**

**Fourth Semester**

Core Course 14 – TRAVEL AGENCY AND TOUR OPERATION

(2013 Admission onwards)

Time : Three Hours

Maximum Marks : 80

**Part A**

*Answer all questions.*

*1 mark each.*

1. Which is the first travel agency?
2. Expand TAAI.
3. In which year Ministry of Civil Aviation and Tourism was set up?
4. Which require for a person to enter some countries?
5. Which computer reservation system is credited by a partnership of International Airlines?
6. Currency of Nepal.
7. Expand OAG.
8. Two letter code of Indian Airlines.
9. Which is the identity and nationality of the traveller?
10. The time validity of Indian passport.

(10 × 1 = 10)

**Part B**

*Answer any eight questions.*

*2 marks each.*

11. Define VISA.
12. What is itinerary?
13. What are the types of travel agencies?
14. Who is a tour guide?
15. What do you mean by tour operation?
16. Write the functions of travel agency managers.
17. Which are the services provided by the travel agency to the client?
18. What are the documents needed for the approval of a travel agency?

**Turn over**

19. What is FAM trip?
20. What is BSP?
21. Explain service order.
22. Write a short note on IATA.

(8 × 2 = 16)

### Part C

Answer any **six** questions.

4 marks each.

23. Write the functions of a travel agency.
24. What type of informatics does an agent need before be prepare an itinerary?
25. What do you mean by documentation?
26. Write an essay on various types of travel related business.
27. Which are the items required to obtain an Indian passport?
28. How can a travel agency get approval from the Government?
29. Explain the organisational elements in a travel agency management.
30. How does fans trips are important for a travel agency?
31. Write an essay on various techniques used by the sellers to persuade a customer to buy a product of service.

(6 × 4 = 24)

### Part D

Answer any **two** questions.

15 marks each.

32. Why automation is necessary for the majority of the travel agencies?
33. Prepare a 15 days of itinerary for the group of American students planning to visit historical important sites in South India.
34. Explain the organisational structure of a travel agency.
35. Write an essay on linkages of travel agencies.

(2 × 15 = 30)