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B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2017

Fourth Semester

Core Course 14—TRAVEL AGENCY AND TOUR OPERATION

(2013 Admission onwards)

Time : Three Hours

Maximum Marks : 80

Part A (Short Answer Questions)

Answer all questions.

1 mark each.

1. What is a single entry visa ?
2. What's is grand tour ?
- ✓ 3. What is MICE ?
- ✓ 4. What is travel insurance ?
5. Name any *two* budget airline operating in India.
6. A person who settles down in another country and acquires its citizenship is called _____.
7. Expand FTA.
- ✓ 8. Define domestic tour operator.
9. List out any *four* major travel agents in India.
10. Expand IATO.

(10 × 1 = 10)

Part B (Brief Answer Questions)

Answer any **eight** questions.

2 marks each.

11. What is incentive travel ?
12. Name any *two* income sources for a travel agency.
- ✓ 13. List out any *two* differences between a retail travel agency and online travel agency.
14. Define ECNR.
- ✓ 15. Write a brief note on TAAL.
16. Differentiate between tourist and excursionist.
17. What is Visa on Arrival ?

Turn over

18. Define Fam trip.
19. Define GSA.
20. Who is a transit passenger ?
21. What is a travel voucher.
22. What is forex and why do travellers require it ?

(8 × 2 = 16)

Part C (Descriptive/ Short Essay Questions)

Answer any six questions.

4 marks each.

23. Differentiate between visa and passport.
24. Explain the documents needed for an Indian citizen to travel to United Kingdom by flight.
25. Differentiate between a travel agent and tour operator.
26. Mention the different types of travel agencies.
27. Explain different types of linkages in the travel agency business.
28. Which are the activities of specialized tour operators ?
29. What are the steps involved in establishing travel agency business ?
30. Explain the different departments of a large sized travel agency.
31. What is passport ? Explain the different types of passport issued in India.

(6 × 4 = 24)

Part D (Long Essays)

Answer any two questions.

15 marks each.

32. Explain the various steps for designing tour itinerary and explain each of the steps with examples.
33. Explain in detail various sources of income for a travel agent.
34. Describe the history and development of global travel agency business.
35. Prepare 13 nights/ 14 days itinerary with importance to natural attractions for a group of UK tourists visiting Kerala.

(2 × 15 = 30)