



21102792

**QP CODE: 21102792**

**Reg No** : .....

**Name** : .....

**BTTM DEGREE (CBCS) EXAMINATIONS, OCTOBER 2021**

**Fourth Semester**

Bachelor of Tourism and Travel Management

**Core Course - TT4CRT15 - TRAVEL AGENCY AND TOUR OPERATION BUSINESS**

2019 Admission only

FDE5D871

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

*Each question carries 2 marks.*

1. Who is a retail travel agent?
2. How do a tour operator become an IATA member?
3. What is the aim of the recognition of travel agents in India?
4. Which are the linkages of travel agency business?
5. Expand OTA.
6. Define a tour guide.
7. What is PNR?
8. Define passport.
9. What is cultural tourism package?
10. Who is an outbound tour operator?
11. Which are the relevant reference tools for itinerary preparation?
12. What do you mean by pacing in itinerary development?

(10×2=20)

**Part B**

*Answer any **six** questions.*

*Each question carries 5 marks.*





13. Narrate the history of travel agency business in India.
14. What is the importance of Government of India approval for a Tour operation business?
15. Discuss the difference between travel Agency and tour operation business.
16. How the tour operation companies and the hotels interlinked?
17. Explain the functions of an inbound tour operator.
18. What is the role of tour operation section in a travel business?
19. Discuss the concept of tour package.
20. What are the functions of tour operators ?
21. What are the type of tour itineraries?

(6×5=30)

### **Part C**

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain the procedure for IATA approval for a travel agency business. List out the benefits of such approval.
23. Explain in detail about the functions of various departments of a travel agency.
24. Write an essay on concept of tour packages and its advantages.
25. Prepare a 8 days /7 nights itinerary for a group of foreign tourists who came to visit major pilgrim centres in south India.

(2×15=30)

