	<b>OO</b> O Utech
Name :	
Roll No. :	An Advance O'Flower Staffer and Conditional
Invigilator's Signature :	

CS/BTTM/SEM-5/TTM-504B/2012-13

## 2012 TOUR PACKAGE OPERATION-I

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks. Candidates are required to give their answers in their own words as far as practicable.

### GROUP – A ( Multiple Choice Type Questions )

1. Choose the correct alternatives for any *ten* of the following :

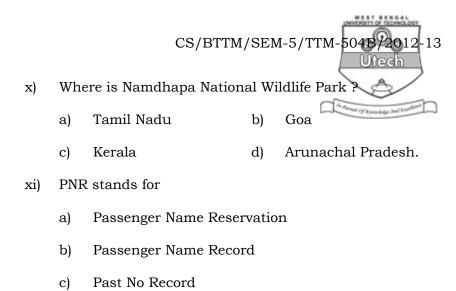
 $10 \times 1 = 10$ 

- i) The main inputs of tour operation are
  - a) purchase of transport facilities
  - b) purchase of accommodation facilities
  - c) arrangement for sightseeing and shopping
  - d) all of these.
- ii) Tour operators who promote tours to foreign destinations are called
  - a) Inbound tour operators
  - b) Outbound tour operators
  - c) Domestic tour operators
  - d) Mass market tour operators.
- iii) The location where a rental car will be obtained
  - a) Pick-up point b) Drop-off point
  - c) Departure point d) None of these.

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iv)		-	Thomas	Cook	started operating		
	pac	kage tours.			In Aurora (Y Knowledge Ind Exclosed		
	a)	1841	b)	1848	3		
	c)	1855	d)	1835	5.		
v)	Wh	Which is the largest car rental company in the world ?					
	a)	Avis	b)	Hert	Z		
	c)	Car Master	d)	Bud	get.		
vi)	Kite	Kite festival is famous in					
	a)	Kerala	b)	Karr	nataka		
	c)	Gujrat	d)	Hary	vana.		
vii)	GIT	means					
	a)	Grand International Travel					
	b)	Group Inclusive Tour					
	c)	Global International Tourism					
	d)	Grand Inclusive Travel.					
viii)	Peti	tronas Tower is located in					
	a)	Thailand	b)	Mala	aysia		
	c)	Singapore	d)	Japa	an.		
ix)	MA	P meal plan mealns					
	a)	Breakfast only					
	b)	Breakfast, lunch & Dinner					
	c)	e) Breakfast & one meal					
	d)	No breakfast.					



d) Passenger Name Request.

#### **GROUP – B**

#### (Short Answer Type Questions)

Answer any *three* of the following.  $3 \times 5 = 15$ 

2. What do you mean by closing of Sales ? What are it methods ?
2 + 3

(General outline and brief points on the methods)

- How does a tour operator handle the client's complaints' ?
   (Stress on complain handling and actions taken)
- 4. What is DSR ? What is its relevance in a travel agency ? 2 + 3 (Definition and discussion on DSR and its importance as a document)
- Bring out the concept of Commission in the Travel Industry. (Concept oriented and bring out the relevance)

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# GROUP – C



( Long Answer Type Questions)

Answer any *three* of the following.  $3 \times 15 = 45$ 

- 6. What is an itinerary ? What are the necessary requirements for itinerary preparation ? What are the Do's & Don'ts of itinerary preparation ? 3 + 5 + 7
- 7. What is tour costing ? Briefly explain the different issues to be undertaken for costing of the tour. 5 + 10
- 8. Who is a tour operator ? Explain the various ways through which a tour operator earns revenue for his company. What are the various ways of cancellation of tickets ? 3 + 8 + 4
- 9. Travel service providers play a crucial role in generating foreign tourists to India. Do you believe in this statement ? If yes, justify your answer with proper explanation.
- 10. Write short notes on any *three* :  $3 \times 5 = 15$ 
  - a) Relevance of Credit Cards.
  - b) Daily Sales Record.
  - c) Hotel & Airline Vouchers
  - d) Closing of sales.