



Name :
Roll No. :
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 × 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.



- x) Where is Namdhapa National Wildlife Park ?
- a) Tamil Nadu b) Goa
- c) Kerala d) Arunachal Pradesh.
- xi) PNR stands for
- a) Passenger Name Reservation
- b) Passenger Name Record
- c) Past No Record
- d) Passenger Name Request.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. What do you mean by closing of Sales ? What are its methods ? 2 + 3
(General outline and brief points on the methods)
3. 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)
5. Bring out the concept of Commission in the Travel Industry.
(Concept oriented and bring out the relevance)



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.
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