



Name :
Roll No. :
Invigilator's Signature :

CS/BTTM/SEM-5/TTM-505B/2011-12

2011

TOUR PACKAGE OPERATION-II

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 the following : $10 \times 1 = 10$
 - i) Which one of the following is a circle trip ?
 - a) CCU - DEL - CCU
 - b) CCU - BLR
 - c) CCU - MAA - BLR - CCU
 - d) DEL - BOM - DAB - CCU.
 - ii) Commission is a part of
 - a) Itinerary
 - b) Costing
 - c) Advertisement
 - d) Human Resource Management.
 - iii) DSR is the full form of
 - a) Daily Sales Report
 - b) Daily Service Report
 - c) Daily Support Report
 - d) Documentation Sales Record.



- ix) Mark up price is
- a) commission for the tour operator
 - b) total price of the tour package
 - c) cost price of the package tour
 - d) none of these.
- x) The two letter airline code of Jet Airways is
- a) JT
 - b) JA
 - c) 9W
 - d) IT.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. How do you prepare a daily sales report ? Why is it important ?
3. What are the various components of a pax docket ? Explain with suitable example.
4. What is AGT statement ? Explain its importance.
5. Why a tour operator handle the client's complaints effectively ?
6. What is quotation ? Discuss its importance in Tour package operation.

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GROUP – C

(Long Answer Type Questions)

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

7. Discuss the importance of credit card in Tourism Industry.
Identify two international credit cards and state the important features of each of them.
 8. Prepare a 10 days itinerary of eastern India, covering the destinations of Buddhist importance.
 9. What is itinerary planning ? Discuss the factors which you considered as important for planning on Itinerary by Road.
 10. Explain different methods of reservations in Hotels and Airlines.
 11. Write short notes on the following : 3×5
 - a) Concept selling
 - b) Mark up price
 - c) Closing a sale.
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