Name :	
Roll No. :	A draw (Y Kaming and Expland
Invigilator's Signature :	

CS/BTTM/SEM-5/TTM-505B/2012-13 2012 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)

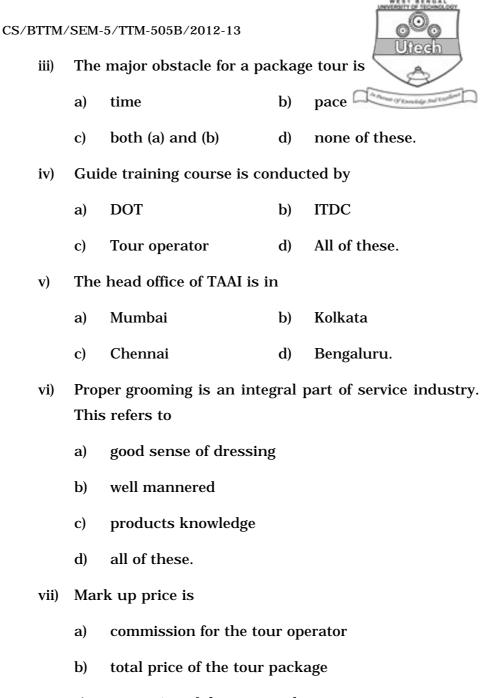
1. Choose the correct alternatives for the following :

 $10 \times 1 = 10$

- i) Communication to the tour guide refers to
 - a) language proficiency
 - b) try to get rid of regional accent
 - c) use synonyms to describe something
 - d) all of these.
- ii) Guest handling is a common term used mostly in
 - a) Hotel Industry b) Airlines Industry
 - c) Govt. office d) None of these.

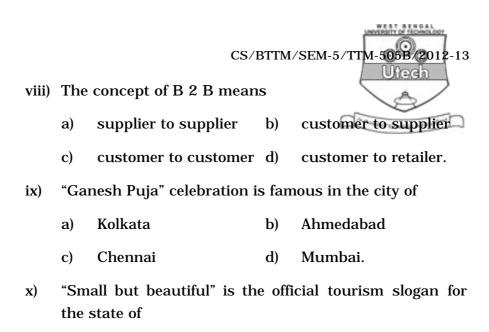
5476

[Turn over



- c) cost price of the tour package
- d) none of these.

5476



a)	Karnataka	b)	Sikkim	
----	-----------	------------	--------	--

c) Tamil Nadu d)	Andhra Pradesh.
------------------	-----------------

GROUP – **B**

(Short Answer Type Questions)

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

- What do you mean by Itinerary ? What are the necessary requirements of preparing an Itinerary ?
 2 + 3
- 3. What are the major factors while you are preparing Itinerary ?
- 4. What is 'tariff' ? What are the differences between normal tariff and confidential tariff ?
- 5. What are the significances of Credit Card ?
- 6. What is Concept Selling ? Explain with example. 2 + 3

3

5476

[Turn over

CS/BTTM/SEM-5/TTM-505B/2012-13



 $3 \times 15 = 45$

GROUP – **C**

(Long Answer Type Questions)

7. What is the process to prepare an Itinerary ? What are the "don'ts" while you are preparing an Itinerary ? 10 + 5

Answer any three of the following.

8. What is Tour Costing ? What is the process to cost a tour ?

5 + 10

- 9. What are the different sources of Commission ? What is the role of commission agents in tour package ? 5 + 10
- 10. What is DSR ? How to maintain DSR of a company ? 5 + 10
- 11. What is the process to handle Client Complain ? What are the qualities should have to handle client ? 10 + 5