



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BTTM/SUPPLE/SEM-5/TTM-505B/2010**  
**2010**  
**TOUR PACKAGE OPERATIONS – 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) A hotel situated on a river and capable to cruise is usually referred to as
    - a) Motel
    - b) Café
    - c) Hotel
    - d) Floatel.
  - ii) A tour itinerary usually contains
    - a) price and distance of tour
    - b) details of the tour programme
    - c) names of the tour guides, escorts and tour personnel
    - d) none of these.

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- iii) FIT stands for
- a) Foreign Inclusive Tour
  - b) Free Indian Tickets
  - c) Freight Inclusive Travel
  - d) Free Individual Tourist.
- iv) An excursionist is the one who stays at a destination for not more than
- a) 72 hrs
  - b) 24 hrs
  - c) 48 hrs
  - d) none of these.
- v) CRS stands for
- a) Computer Reservation System
  - b) Common Regulatory System
  - c) Criminal Record Section
  - d) none of these.
- vi) Which of the following is usually not included in the cost of a package tour ?
- a) Meal charges
  - b) Accommodation charges
  - c) Sightseeing
  - d) Laundry and telephone charges.



- vii) What is the full form of G.R.C. Kept in the reception of the Hotel ?
- a) Government Registration Certificate
  - b) Guest Relation Committee
  - c) Guest Registration Card
  - d) None of these.
- viii) AMEX is a
- a) Debit card
  - b) Credit card
  - c) Ration card
  - d) Identity card.
- ix) Phuket is a place in
- a) Singapore
  - b) Thailand
  - c) Malaysia
  - d) N. Korea.
- x) Vouchers are issued by travel agents for the purpose of
- a) making reservation
  - b) guarantee payment
  - c) confirming reservation
  - d) none of these.

**GROUP – B**

**( Short Answer Type Questions )**

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

2. How do you close a sale ? What are the hurdles involved in it ?
3. What is Daily Sales Report ? How is it prepared ?
4. What do you mean by itinerary ? What are the different types of itinerary ? Give examples from each one.
5. What do you understand by commission ? What are the various sources of commission for a travel agency ?
6. What is a credit card ? What is the importance of this card in the tourism industry ?

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**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* questions.

3 × 15 = 45

7. What do you mean by tour cost ? What are the various components of the cost ? Discuss at length.
8. What is understood by tour operation documentation ? What are the various elements in tour documentation ?
9. Discuss the various types of tariff in the travel and tourism industry. What is the justification of having different types of tariff ?
10. What is an AGT statement ? Discuss with suitable examples.
11. What is complaint management ? How are the complaints handled ? Why is it of utmost importance especially in the travel and tourism industry ?

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