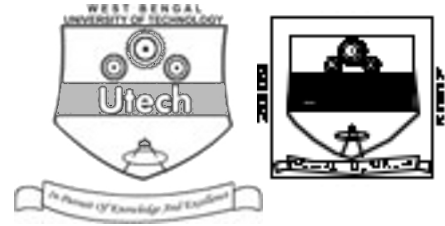


**CS/BTTM (SUPPLE)/SEM-5/TTM-505B/09
TOUR PACKAGE OPERATIONS - II (SEMESTER - 5)**



1.
Signature of Invigilator

2.
Signature of the Officer-in-Charge

Reg. No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Roll No. of the Candidate

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**CS/BTTM (SUPPLE)/SEM-5/TTM-505B/09
ENGINEERING & MANAGEMENT EXAMINATIONS, AUGUST – 2009
TOUR PACKAGE OPERATIONS - II (SEMESTER - 5)**

Time : 3 Hours]

[Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

- This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
 - For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
- Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- Read the instructions given inside carefully before answering.
- You should not forget to write the corresponding question numbers while answering.
- Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
- You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- Rough work, if necessary is to be done in this booklet only and cross it through.

No additional sheets are to be used and no loose paper will be provided

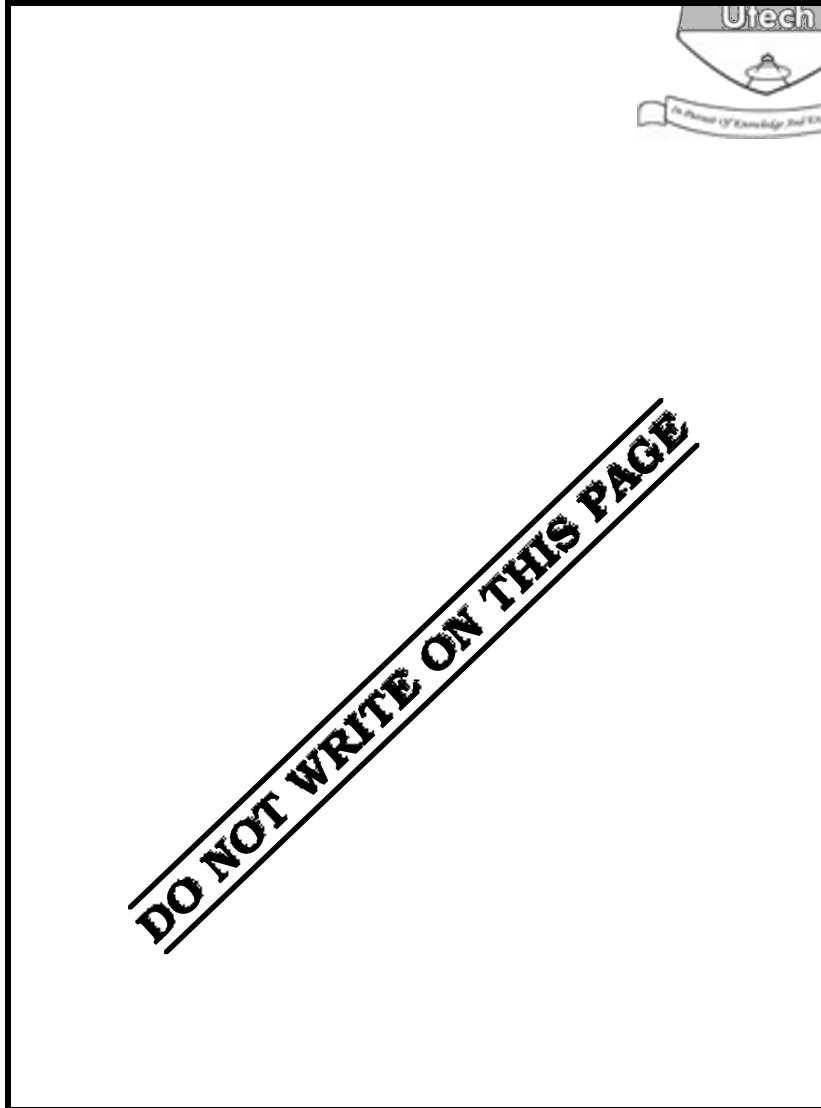
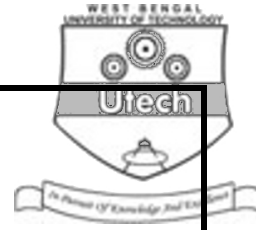
FOR OFFICE USE / EVALUATION ONLY

Marks Obtained

Question Number	Group – A								Group – B				Group – C				Total Marks	Examiner's Signature		
Marks Obtained																				

.....
Head-Examiner/Co-Ordinator/Scrutineer

S-54034 (19/08)



DO NOT WRITE ON THIS PAGE



CS/BTTM (SUPPLE)/SEM-5/TTM-505B/09
TOUR PACKAGE OPERATIONS - II
SEMESTER - 5



Time : 3 Hours]

[Full Marks : 70

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following : 10 × 1 = 10

i) For a Tour Manager pre-tour preparation is

- | | |
|---------------------------|-----------------------|
| a) confirming reservation | b) writing out report |
| c) evaluating service | d) all of these. |
-

ii) An excursionist is the one who stays at a destination not more than

- | | |
|-----------|-------------------|
| a) 24 hrs | b) 48 hrs |
| c) 72 hrs | d) none of these. |
-

iii) Factors affecting tour pricing involve

- | |
|--|
| a) exchange rate movement |
| b) inflation rate in the destination countries |
| c) increase in fuel price and other cost |
| d) all of these. |
-

iv) Vouchers are accepted in

- | | |
|-------------------|------------------|
| a) hotels only | b) airlines |
| c) shopping malls | d) all of these. |
-

v) AMEX is a

- | | |
|----------------|---------------|
| a) Voter card | b) Pan card |
| c) Credit card | d) Visa card. |
-



- vi) An itinerary must mention
 - a) detail of the tour programme
 - b) detail of the mark-up
 - c) detail of the tour operator
 - d) detail of the hotels.
- vii) Total tour cost is
 - a) Fixed cost
 - b) Variable cost
 - c) Both (a) & (b)
 - d) None of these.
- viii) Rock climbing is a part of
 - a) Adventure tourism
 - b) Event based tourism
 - c) Beach tourism
 - d) Excursions.
- ix) Commission is a part of
 - a) Itinerary
 - b) Costing
 - c) Advertisement
 - d) Human Resource Management.
- x) Components of a tour cost includes
 - a) research and development cost
 - b) travel cost
 - c) administration & marketing cost
 - d) all of these.
- xi) What does GIT stand for ?
 - a) Gross Individual Tour
 - b) Group Inclusive Tour
 - c) Great Indian Tour
 - d) Group Intensive Tour
- xii) The concluding phase of a sales transaction is
 - a) close
 - b) pipeline
 - c) negotiation
 - d) none of these.
- xiii) Factors affecting tour cost are
 - a) seasonality
 - b) exchange rate movement



c) both (a) & (b)

d) none of these.

GROUP – B**(Short Answer Type Questions)**Answer any *three* of the following.

3 × 5 = 15

2. What do you mean by itinerary ? What are the different types of itinerary ? Give example for each one.
3. What is a DSR ? How is it prepared ? 2 + 3
4. What do you mean by commission ? What are the various sources of commission for a travel agency ? 2 + 3
5. What is a brochure ? What is its importance ? 2 + 3
6. What is a tailor-made tour ? Give examples. 3 + 2

GROUP – C**(Long Answer Type Questions)**Answer any *three* of the following questions.

3 × 15 = 45

7. You are an inbound tour operator of India. Prepare a tour package of 14 nights/15 days for leisure tourists who are coming from USA Ex New Delhi. Mention the place you are taking them. Mention what are excluded and included in your package tour.
8. What do you mean by Tour operation documentation ? What are the various elements in tour documentation ? 15
9. What is tariff ? What are the various types of tariff in Travel industry ? Give an account on it. 15
10. What do you mean by 'closing of sales' ? What are the various hurdles and its solution of closing of a sale ? 15



11. What is a package tour ? What are the different types of package tour ? How do you plan for a tour package ?

3 + 5 + 7

END

