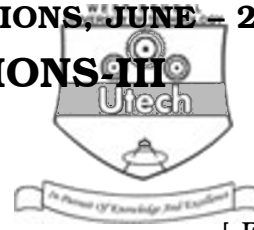




ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009

TOUR PACKAGE OPERATIONS-III

SEMESTER - 6



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) The main inputs of tour operations 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) An itinerary provides the passenger with
 - a) flight details, check-in times etc.
 - b) flight prices
 - c) insurance coverage details
 - d) none of these.

 - iv) Which of the following categories is important to consider when planning a client's tour itinerary ?
 - a) Pace of the tour
 - b) Interests of the tourist
 - c) Routing
 - d) All of these.



- v) Remuneration of the Guide is
 - a) fixed by TGFII and IATO
 - b) fixed by the guide hiring authority
 - c) not fixed and decided by the guide himself/herself
 - d) none of these.

- vi) A half day guiding assignment means a duration of
 - a) 8 hours
 - b) 6 hours
 - c) 4 hours
 - d) 3 hours.

- vii) While leading a group, a guide should
 - a) consider the size of the group
 - b) not consider the size of the group
 - c) neglect co-ordination
 - d) none of these.

- viii) Guide training course is conducted by
 - a) DOT
 - b) ITDC
 - c) Incredible India
 - d) IITTM, Gwalior.

- ix) Vouchers can be used to
 - a) make reservations
 - b) guarantee payment
 - c) confirm reservations
 - d) all of these.

- x) Which of the following items is probably not covered by a form of travel insurance ?
 - a) Trip cancellation
 - b) Voucher preparation
 - c) Emergency medical expenses
 - d) Trip delays.



5

xi) GIT means

- | | |
|---------------------------------|----------------------------|
| a) Grand International Travel | b) Group Inclusive Tour |
| c) Global International Tourism | d) Grand Inclusive Travel. |



xii) Cathay Pacific Airways belongs to

- | | |
|---------------------|-------------------|
| a) Australia | b) Sweden |
| c) Hong Kong, China | d) None of these. |

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following questions.

3 × 5 = 15

2. What are the different types and forms of Tour Package ?
3. Discuss the role of manager/supervisor in tour operation department of an inbound travel company.
4. How does grooming and personal development play a role in the job of guiding or escorting ? Explain in brief.
5. In what ways are preparation and planning involved in escorting a tour ?
6. What is a check list ? What is its importance ?

2 + 3

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following questions.


3 × 15 = 45

7. What is a tour brochure ? What is its importance ? Discuss in detail the content and design of a tour brochure.
8. Who is a tour escort ? Classify. Discuss in detail, the functions of a tour escort.

2 + 5 + 8

2 + 5 + 8



9. Describe the qualities required to be a tour guide. Discuss the procedure to become a Government approved tour guide.  9 + 6
10. What is the importance of code of conduct in tour guiding? Write about the code of conduct that a guide needs to abide by? 5 + 10
11. Discuss in detail, the tour guiding requirements for guiding a group of tourists in a National Park of India. 15

END