Dr. Babasaheb Ambedkar Open University
Term end Examination July - 2016

Course : **BBAHT**

Subject Code : **BBAHT - 206** **Max. Marks : 70**

Subject Name : **Travel Agency & Tour Operations** **Duration : 03 hours**

Date : **Time** :

Section A

Answer the following (any three) **(30)**

1. Describe the different types of travel agents.

2. Discuss the various functions performed by a travel agency.

3. Explain in detail the following of tours: Group Inclusive Tours, Free Individual Tours and Packages or Inclusive Tours.

4. Describe the different types of Visa.

5. Write in detail about the following categories of cruises: Volume Cruises, Premium Cruises, Luxury Cruises and Specialty Cruises.

Section B

Answer the following (any four) **(20)**

1. Discuss history of Travel Agencies.

2. Define Inclusive Tours by Charter.

3. What are the various sources of income for travel agencies.

4. Differentiate between an Escort Guide and Local Guide.

5. List down the various roles of a Tour Operator.

6. Briefly explain the various classes of accommodation available in Indian Railways.

Section C

A. State whether the following statements are True or False: **(10)**

a. A deck plan is a layout of a cruise ship.
b. Railway fares around the world are more affordable when compared to air travel.
c. A package tour is more expensive than a Free Individual Tour.
d. An American Plan includes a room and only a full American Breakfast.
e. A lanai is a hotel room overlooking the swimming pool.

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f. An Ocean View/Ocean Front room is always located the ground floor of a hotel.
g. A tours operator is the true manufacturer of the packaged tour.
h. A travel agency's overseas representative is only responsible for welcoming groups.
i. An itinerary is a list of the origin, destination and stopping points on a traveller's trip.
j. The American Express company invented the system of 'hotel coupons'.

B. Choose the right answer **(10)**

1. Inclusive tourism on scheduled service is also known as
   a. ITC b. ITX
2. The location where a rental car will be returned is referred to as
   a. Drop off charge b. Drop off point
3. The IRCTC stands for
   a. Indian Railways Catering and Tourism Corporation Limited
   b. Indian Railways Catering and Transport Corporation Limited
4. Most travel agencies are dependent on CRS, which is
   a. Central Reservation System b. Computer Reservation System
5. _____ is the apex organization of the hospitality industry in India.
   a. FHRAI b. HAI
6. In this meal plan only rolls and coffee is included
   a. Modified American Plan b. Continental Plan
7. Two rooms side by side without a connecting door is
   a. Adjoining Room b. Connecting Room
8. Thomas Cook invented the
   a. Travellers Cheque b. Hotel Coupon
9. Tourism demand for transport is
   a. Flexible b. Rigid
10. Room tariff agreed upon by a company and a hotel is
    a. Company Rate b. Commercial Rate

SAMPLE QUESTION PAPER