

E 1447

(Pages : 2)

Reg. No.....

Name.....

B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2015

Fourth Semester

Core Course 14—TRAVEL AGENCY AND TOUR OPERATION

(2013 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

*Answer all questions.
Each question carries 1 mark.*

1. Who is the father of travel agency ?
2. The time validity of Indian passport.
3. Expand VFR.
4. What is VISA ?
5. Who assembles package vacations and sold to the public by retail travel agencies ?
6. Capital of Germany.
7. A document issued to prospective tourists as a pre-requisite for entry and departure.
8. What is PNR ?
9. Write any *two* products of Travel agency ?
10. Expand FITs.

(10 × 1 = 10)

Part B

*Answer any **eight** questions.
Each question carries 2 marks.*

11. What is Passport ?
12. Define tour operator.
13. What is 'Forex' ?
14. What are the difference between business travel and leisure travel ?
15. What do you mean by travel insurance ?
16. Write the concept of retail travel agent.
17. Write a note on duties of the staff in the documentation section of a travel agency.
18. What is Ticketing ?

Turn over

19. Write the duties of travel agency manager.
20. What is BSP ?
21. What is corporate travel ?
22. What is special interest travel ?

(8 × 2 = 16)

Part C

*Answer any **six** questions.
Each question carries 4 marks.*

23. Which are the basic requirements of international travel?
24. Identify the main sources of income in a travel agency business and identify main revenue sources.
25. Write an essay on various ancillary tourism services provided by a travel agent.
26. Explain the different types of travel agencies.
27. Shortly discuss the organisational structure of a travel agency.
28. Write a short essay on history of travel agency.
29. Briefly discuss the factors influencing the pricing of travel products.
30. What are the functions of CRS ?
31. Which are the types of itineraries ?

(6 × 4 = 24)

Part D

*Answer any **two** questions.
Each question carries 15 marks.*

32. Prepare a 12 days of itinerary for a German group of tourist to visit Kerala.
33. Write an essay on travel arrangement services that are designed to meet the needs of the international traveller.
34. What are the linkages of a travel agencies ?
35. Write an essay on history of travel agency.

(2 × 15 = 30)