

--	--	--	--	--

Time : 2 Hours

**TRAVEL AGENCY
OPERATIONS AND TICKETING**

Subject Code

V	4	3	5	5
---	---	---	---	---

Total No. of Questions : 23 (Printed Pages : 4)

Maximum Marks : 50

- INSTRUCTIONS :**
- (i) There are four sections in the question paper (A, B, C & D) consisting of 23 questions.
 - (ii) In Section A there are eight questions of which Question Nos. 1 & 4 are Multiple Choice Questions, Question Nos. 5 & 6 are to be answered in *one* word, phrase or figure and Question Nos. 7 & 8 are to be answered in *one* sentence each.
 - (iii) Attempt *all* the questions however internal choice is given for Question Nos. 20 & 23.
 - (iv) Figures to the right indicate marks allotted to each question.
 - (v) Write the number of each question clearly on the answer-book.

SECTION A

1. Where was the first package tour conducted by Thomas Cook ? 1
- Geneva
 - London
 - Paris
 - Vienna

2. Which of the following is not a typical service offered by a travel agency ? 1
- Car rental
 - Hotel reservations
 - Flight booking
 - Legal advice
3. Which is the coupon of an airline ticket that contains details of the trip ? 1
- Audit
 - Flight
 - Agent
 - Passenger
4. Mr. Zen sells the tour offered by the several tour operator. What is his designation in the travel agency ? 1
- Tour operator
 - Travel agent
 - Retailer
 - Wholesaler
5. A document issued by the tour operator in exchange for which travellers receive Pre-paid accommodation, meals, sight-seeing, trips etc. 1
6. List any *one* category of special fares. 1

7. Any journey entirely by air from a point of origin to another point and return to the point of origin. 1
8. Define the term Stopover. 1

SECTION B

9. Differentiate between Corporate and Associate conference. 2
10. List any *two* unspecified services of MCO. 2
11. Explain the role of tour operator. 2
12. Mr. & Mrs. Sharma are travelling to London with their children. Suggest the types of discounted fares and conditions applicable to them. The children are aged : 2
- (i) 4 months
- (ii) 10 years
13. Explain the excursion fares given for passengers on air transportation. 2
14. Which are the two categories of UATP card ? 2

SECTION C

15. Explain the contributions of Thomas Cook in setting of travel agency. 3
16. How does the travel agency derive income in the form of commission ? 3
17. Why is India known as a place for cultural business and conference centre ? 3

18. Construct the routings for the following Global Indicators : 3
- (i) WH
 - (ii) AT
 - (iii) AP
19. Explain the following types of retail travel agencies : 3
- (i) Business house agency
 - (ii) City Centre agency
 - (iii) Sub urban agency.
20. State any *six* reasons for an IATA application to be disqualified. 3

Or

Write in brief history of travel agency with reference to India.

SECTION D

21. Explain any *four* functions of travel agency. 4
22. Explain the *four* elements of Inclusive tour. 4
23. Explain the following types of coupons of an airline ticket : 4
- (i) Audit
 - (ii) Flight
 - (iii) Agent
 - (iv) Passenger

Or

Explain any *four* types of UATP card.