



WEST BENGAL STATE UNIVERSITY
B.A./B.Com. Honours 6th Semester Examination, 2022

BATADSE04T-TOURISM AND TRAVEL MANAGEMENT (DSE3/4)

INTRODUCTION TO PACKAGE TOURS OPERATIONS MANAGEMENT

Time Allotted: 2 Hours

Full Marks: 50

*The figures in the margin indicate full marks.
Candidates should answer in their own words and adhere to the word limit as practicable.*

GROUP-A

1. Answer any **five** questions from the following: 2×5 = 10
- (a) What is Diplomatic Passport in India?
 - (b) What is tourist visa in India?
 - (c) What is 'GDS' in tourism?
 - (d) What is the purpose of 'Amadeus' in travel trade?
 - (e) What are coaches in tourism?
 - (f) What is 'Transfer' in tourism?
 - (g) What is 'National Tourism Policy'?
 - (h) What is 'FFP' in aviation?
 - (i) What is front office procedures in a hotel?
 - (j) What is 'Guest Cycle' in a hotel?
 - (k) What is 'Palace on Wheels'?
 - (l) Which places are included in the itinerary of 'Deccan Odyssey'?
 - (m) What is 'TAC' in travel trade?
 - (n) What does 'FOC' stand for in tourism?
 - (o) Who are 'FIT' in tourism?
 - (p) Who is eligible for ECNR in Passport?

GROUP-B

2. Answer any **four** questions from the following: 5×4 = 20
- (a) What is Airline Loyalty Programme?
 - (b) What is the major difference between FIT and GIT package of tour?

- (c) What is the difference between GATT and GATS?
- (d) Discuss different types of package tours.
- (e) Write the major functions of a travel agency.
- (f) What is 'check-in' and 'check-out' in accommodation?
- (g) What is CRS?
- (h) What is currency exchange?
- (i) What do you mean by IATA traffic conference areas?
- (j) Who is a chauffeur?
- (k) What is special interest tourism?
- (l) Why 'Consumer Protection Act' is important in tourism?

GROUP-C

3. Answer any *two* questions from the following: 10×2 = 20
- (a) What is the importance of itinerary planning? Discuss its steps and types for a smooth journey.
 - (b) Explore the special characteristics of tourism products and services.
 - (c) Write the major differences between tour operator and travel agent. Mention various departments of a travel agency.
 - (d) Write a brief note on tourism trade and Consumer Protection Act.
 - (e) Why development of business ethics is important in the profession of a tourist escort? Discuss with suitable example.
 - (f) Write the role of CRM in Travel and Tourism Industry.
 - (g) Write in detail the job description of a 'Tour Manager'.
 - (h) Write the role and functions of Airports Authority of India.

N.B. : *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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