(Pages : 3) **D – 2637**

Reg. No. : .....

Name : .....

Fifth Semester B.Com. Degree Examination, December 2017
First Degree Programme Under CBCSS
Stream : Travel and Tourism
Elective Course – III
CO 1561.3 : MANAGEMENT OF TRAVEL AND TOUR OPERATIONS
(2013 Admn. Onwards)

Time : 3 Hours Max. Marks : 80

SECTION – A

Very short answer type (**one** word to maximum of **2** sentences) : **(10×1=10 Marks)**

1. A limit on the amount of baggage that may be transported by a passenger free of charge is known as _____
2. A date issued by a tour wholesaler on booking, establishing a deadline for the payment of a deposit is called _____
3. Who is the inventor of chartered tour ?
4. Name the package tour that includes the service of the tour representative at each destination.
5. Travel conducted mainly for recreation, entertainment or spots is called _____ travel.
6. A discounted fare that requires an advance purchase and circle trip is referred to as _____
7. A point from which a cruise ship departs is known as _____

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8. A collision damage waiver relaxes the driver from any liability or damage to the vehicle during the rental period – TRUE/FALSE.

9. A cruise line's insurance product normally offers better coverage than an independent travel insurance company. TRUE/FALSE

10. Most of the revenue received by a travel agency are from _____

SECTION – B

Short answer (**Not** to exceed **one** paragraph) : **(8×2=16 Mark**

11. Define travel agency.

12. Differentiate passport and visa.

13. What is drop off charge ?

14. What do you mean by share basis ?

15. Name the types of package tour brochures.

16. Define open jaw trip.

17. Write down the disadvantages of purchasing packages.

18. Who is a handling agent in tour operation business ?

19. Differentiate net fare and bulk fare.

20. What is the role of travel insurance in a package tour ?

21. Name any two international car rental companies.

22. What do you mean by linkages in travel agency business ?

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SECTION – C

(6×4=24 Marks)

Short essay (Not to exceed **120** words) :

23. Why travel agencies are known to be the image builders of a country ?
24. Give an account of the growth and development of travel trade in India.
25. Mention the features of travel agency business.
26. What is customs clearance ?
27. Explain WATA Master Key.
28. What are the principles of itinerary planning ?
29. Discuss the role and functions of TAAI for the development of travel and tourism industry.
30. Write notes on :
    a) Miscellaneous charge order
    b) Electronic Miscellaneous Document
    c) E-ticket
    d) Group inclusive tour.
31. What are the different types of car rental insurance plans ?

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SECTION – D

(2×15=30 Marks)

Long essay (Answer **2** out of **4**) :

32. Describe the various ancillary tourism services provided by travel agencies.
33. Prepare a 15 day itinerary in the following segments :
    Delhi-Agra-Jaipur-Jaisalmer-Jodhpur-Udaipur-Delhi.
34. Define cruise package and explain the process for the development of cruise package.
35. Define conferences and conventions and how travel agents can handle the organisers in making arrangements for accommodation and transport.