

D 122266

(Pages : 2)

Name.....

Reg. No.....

**FOURTH SEMESTER B.VOC. (PROGRAMME) DEGREE EXAMINATION
APRIL 2025**

Tourism and Hospitality Management

SDC4TH19—TRAVEL AGENCY AND TOUR OPERATION BUSINESS

(2021 Syllabus)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A (Short Answer Questions)*Answer any number of questions each not exceeding 50 words.**Each question carries 2 marks.**Ceiling of marks for Section A is 25.*

1. Who is a travel agent ?
2. Name any *four* on-line travel agencies.
3. What is Backpacker ?
4. What is Medical Certificate ?
5. What is Incentive tour ?
6. What is immigration ?
7. What is Ground package ?
8. Who is a wholesaler ?
9. What is Electronic Ticket?
10. What is Booking fee ?
11. What is Excursion Fare ?
12. What is Global Distribution System ?

Turn over

13. What is Passenger Name Record ?
14. Define Event Management.
15. What is Feasibility analysis ?

Section B

*Answer any number of questions each not exceeding 100 words.
Each question carries 5 marks. Ceiling of marks for **Section B** is 35.*

16. Distinguish between a travel agent and a tour operator.
17. Explain the linkage between transportation and tourism.
18. Write short note on Wholesale travel agency.
19. Explain the Prerequisites of Itinerary Preparation.
20. Explain the features of Group Inclusive Tour.
21. Write down the various documentation services offered by a travel agency.
22. Explain the various source of income for a travel agency.
23. Explain the functions of TAAI.

Section C

*Answer any **two** questions not exceeding 400 words.
Each question carries 10 marks.*

24. List out and explain the different types of travel agencies.
25. Discuss the impact of technology in travel agency business.
26. Give a detailed note on Pre and Post tour arrangements.
27. Discuss the steps involved in conducting market research for a travel-related business.

(2 × 10 = 20 marks)