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BASTMEN 201

**II Semester Open Elective (NEP 2020) Examination, September 2022
(2021-2022 Batch Onwards)
TOURISM AND TRAVEL MANAGEMENT
Travel Agency Operations**

Time : 2 Hours

Max. Marks : 60

SECTION – A

Answer **any five** of the following questions. **Each** question carries **2** marks : **(5×2=10)**

1. Who is tour operator ?
2. Expand UNWTO and WTTC.
3. Define travel brochure.
4. How do you define tour itinerary ?
5. Differentiate between wholesale and retail travel agency.
6. What is a package tour ?
7. What is the difference between FIT and GIT ?

SECTION – B

Answer **any four** of the following questions. **Each** question carries **5** marks : **(4×5=20)**

8. Explain briefly the significance of the travel agency business.
9. What are the sources of revenue of a travel agency business in the 21st century ? Explain.

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10. Explain the attributes of a retail travel agency business.
11. What are the functions of a wholesale travel agent ?
12. Explain the objectives of TAAI.
13. Explain the organizational structure of UFTAA.

SECTION – C

Answer **any three** of the following questions. **Each** question carries **10** marks : **(3×10=30)**

14. Discuss about the evolution, growth and development of travel agency business.
 15. Discuss the impact of information and communications technology in the travel agency business.
 16. Discuss the role and functions of IATA in the promotion of international air transport.
 17. Explain the functions of travel agency.
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