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**BTTM 2nd Semester (w.e.f. 2021)
Under CBCS Examination – July, 2022**

TRAVEL AGENCY & TOUR OPERATION

Paper : 21BTTM-201

Time : Three hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : Attempt Six questions in all, selecting at least one question from each unit. Question No. 1 is compulsory.

1. Short answer type questions : 2 × 10 = 20
- What do you mean by wholesale travel agency ?
 - Define tour operator.
 - What do you mean by ground operator ?
 - Define itinerary.
 - What do you mean by FIT ?
 - What is psychological pricing ?
 - Define destination research.

- What is hosted tour ?
 - What do you mean service charge ?
 - Define tour brochure.
2. What do you mean by travel agency ? Explain its functions with suitable examples. 12
3. Write short notes on : 12
- Difference between travel agency and tour operation business <https://www.mdustudy.com>
 - Types of travel agency
4. Write short notes on : 12
- Revenue sources of travel agency
 - Rights and duties of travel agents
5. Describe the process of Tour Package formulations. 12
6. What are the basic requirements for setting up a travel agency and tour operations business in India ? 12
7. Write short notes on : 12
- Types of Tour
 - Tour Brochure
8. What is Tour Brochure ? Explain its elements with suitable examples. 12