



'समानो मन्त्रः समितिः समानी'

**UNIVERSITY OF NORTH BENGAL**

B.VOC. Programme 6th Semester Examination, 2023

**DSE61-TOURISM AND HOSPITALITY MANAGEMENT (6.1)**

**PROCEDURE AND OPERATIONS IN THE TOURISM BUSINESS**

Time Allotted: 2 Hours

Full Marks: 60

**GROUP-A**

Answer any *two* questions from the following

12×2 = 24

1. Define a Packaged Tour. Write a note on Travel Loyalty Programmes. 2+10
2. Discuss the importance of Human Resource Management in tourism. 12
3. Discuss the different types of documents required in international travel. 12
4. What do you mean by travel agency? Discuss the functions of a travel agency. 3+9

**GROUP-B**

5. Answer any *four* questions from the following:

6×4 = 24

- (a) What are the different meal plans in hotels? (Explain with short notes)
- (b) What are the challenges faced by Public Relations professionals?
- (c) Write a note on Amadeus.
- (d) What are the different types of Passports issued in India?
- (e) What are the different types of accommodation services?
- (f) What do you mean by Tailor-Made Tour Package?

**GROUP-C**

6. Answer any *four* questions from the following:

3×4 = 12

- (a) Mention the various types of Visas.
- (b) Discuss the concept of freedom tours.
- (c) What is inbound tour packaging?
- (d) What do you mean by ground handling services?
- (e) What are referral programmes?
- (f) Mention three types of tour itinerary.

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