



'সমানো মন্ত্র: সমিতি: সমানী'

**UNIVERSITY OF NORTH BENGAL**

B.Voc. Programme 3rd Semester Examination, 2021

**DSC5-TOURISM AND HOSPITALITY MANAGEMENT (3.1)**

**TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT**

Time Allotted: 2 Hours

Full Marks: 60

*The figures in the margin indicate full marks.  
Candidates should answer in their own words and adhere to the word limit as practicable.*

**GROUP-A**

**Answer any *two* questions from the following**

12×2 = 24

1. Explain the origin and history of Travel Agency Business in India. 12
2. (a) State the qualities of an effective tourist guide. 6  
(b) Discuss the different types of Tour Guides. 6
3. (a) What do you mean by Tour Operators? 2  
(b) State the functions of Tour Operators. 5  
(c) Differentiate between Travel Agency and Tour Operator. 5
4. Discuss the government and IATA rules to set-up Travel Agency and Tour Operations Business in India. 12

**GROUP-B**

5. Answer any *four* questions from the following: 6×4 = 24
  - (a) Discuss the WATA guidelines for maintaining the relation with service suppliers. 6
  - (b) What is a passport? Discuss the different types of passports. 2+4
  - (c) Discuss the different types of Tour Operators. 6
  - (d) Explain the Do's and Don'ts of itinerary planning. 6
  - (e) Under what conditions can an applicant's visa be denied or refused? 6
  - (f) Write a short note on TAAI. 6

**GROUP-C**

6. Answer any *four* questions from the following: 3×4 = 12
- (a) What do you mean by tour costing? 3
  - (b) Write a short note on exit visa. 3
  - (c) What do you mean by health certificate? 3
  - (d) Briefly explain the types of tour brochure. 3
  - (e) Write a short note on GITs. 3
  - (f) What is the validity period of an Indian passport? 3

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