



'समानो मन्त्रः समितिः समानी'

UNIVERSITY OF NORTH BENGAL

B.Voc. Programme 3rd Semester Examination, 2022

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.

GROUP-A

Answer any two questions from the following

12×2 = 24

1. Describe the history and development of Travel Agencies and Tour Operators in India. 12
2. (a) What are the functions of Travel Agents and Tour Operators? 6+6
(b) Differentiate between Travel Agency and Tour Operators.
3. What are the roles and responsibilities of a tour guide? Discuss the importance of a tour guide. 6+6
4. (a) What are the sources of income of Travel Agency and Tour Operators? 6+6
(b) Describe the problems with Indian tourism as well as the measures taken to prevent them from occurring in the future.

GROUP-B

5. Answer any **four** questions from the following: 6×4 = 24
 - (a) Enumerate the most known six tour operator functioning in India. 6
 - (b) Provide a brief overview of TAAI and IATO. 3+3
 - (c) Discuss the WATA guidelines for maintaining relation with service suppliers. 6
 - (d) Define visa. What are different types of visas? 2+4
 - (e) Explain the Do's and Don'ts of itinerary planning. 6
 - (f) What is Travel Insurance? Discuss the benefits of different travel insurance. 2+4

GROUP-C

6. Answer any **four** questions from the following: 3×4 = 12
 - (a) Write a short note on ASTA. 3
 - (b) What is FITS and GITS? 3
 - (c) What do you mean by tour costing? 3
 - (d) Briefly explain the types of tour brochure. 3
 - (e) Define the term credit card and debit card. 3
 - (f) Briefly explain the different types of passports in India. 3

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