

**SHRI S. H. KELKAR COLLEGE OF ARTS COMMERCE & SCIENCE, DEVGAD**

**SEM. II EXAMINATION, APRIL 2023.**

**PROGRAMME NAME: FY. B.VOC HOSPITALITY & TOURISM**

**COURSE NAME: GENERAL EDUCATION TOUR OPERATION MANAGEMENT**

**CODE: USHT202**

**MAX. MARKS: 100**

**TIME: 08:30AM TO 11:30AM**

**DURATION: 03HRS**

**DATE: /04/2023**

**INSTRUCTIONS:**

1. All questions are compulsory.

**Q.1. Solve All**

**A. Multiple Choice Question**

**10 Marks**

1. Different motives of travel
  - a. Recreation
  - b. Leisure
  - c. Education
  - d. All of these
2. The main sources of Travel Agency
  - a. Sales
  - b. Commission
  - c. Incentives
  - d. Production
3. The domestic route of airline between ..... to .....
  - a. Delhi to Afghanistan
  - b. Delhi to Kolkata
  - c. Karachi to Delhi
  - d. None of these
4. \_\_\_\_\_ Tour operators provide travel services within the tourist's native country.
  - a. Domestic
  - b. Inbound
  - c. Outbound
  - d. Ground
5. A \_\_\_\_\_ travel agency is owned by shareholders who are represented by a board of directors.
  - a. Proprietorship
  - b. Partnership
  - c. Franchising
  - d. Corporate
6. \_\_\_\_\_ is a hospitality, retail and education company owned by government of India, under Ministry of Tourism.
  - a. IATD
  - b. WTTC
  - c. TAAI
  - d. ITDC
7. \_\_\_\_\_ Tourism comprised inbound tourism plus outbound tourism.
  - a. Domestic
  - b. International
  - c. National
  - d. Local

8. Indian company making tour arrangement in Singapore for a tourist group from India visiting Singapore is \_\_\_\_\_.
- Domestic Tour Operator
  - Ground Tour Operator
  - Inbound Tour Operator
  - Outbound Tour Operator
9. Following which are the example of GDS,
- Amadeus
  - Sabre
  - Galileo
  - All of the Above
10. Which of the following is the skill required for a tourist guide?
- Leadership
  - Patience
  - Sense of humour
  - All of above

**B. Match the Following Pairs**

05 Mark

**Set A**

- GSA
- Zurab Pololikashvili
- S. Jaishankar
- Thomas Cook
- Cruise

**Set B**

- Water Transport
- MEA
- General sales agent.
- UNWTO
- First Travel Agency
- OTA

**C. True or False**

5 Mark

- The full American plan includes room and two daily meals.
- At most properties the maximum number of guests per room is 4 adults and 3 children.
- Travel agencies known as "image builder of a country".
- "Travel agent is a person who has full knowledge about tourism products, destination, mode of transportation, climate, accommodation, facilities, and other areas of service sector".
- ALC is an old system used only by large hotels and those which do not have computerized system.

**Q.2. Solve any two**

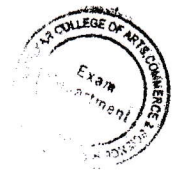
15 Mark

- write the importance of travel documentation
- Elaborate the components of package tours.
- Discuss the functions of travel agency

**Q.3. Solve any two**

15 Mark

- Define the role distribution in exchange process?
- Elaborate the process of travel decision making.
- Define the role distribution in exchange process?



Q.4. Solve any two

15 Mark

1. List Some of the private and public tourism/travel organization in India and explain one of them.
2. What is the need for travel insurance?
3. Explain FIT and GIT.

Q.5. Solve any two

15 Mark

1. Define the term tour. Explain the various types of tour operators.
2. Describe the important point to be considered while conducting a tour.
3. Discuss the advantages online travel agency.

Q.6. Write Short note on any four

20 Mark

1. Travel document.
2. Write short note on "PATA"
3. Importance of transportation in tourism.
4. FIT
5. GIT
6. IATO