1. What is the full form of ATC?

Ans:- Air Traffic Control

2. \_\_\_\_\_ carriers run on demand, are unscheduled flights operating between custom locations.

Ans:- Chartered

3. An airline passenger wants extended services and better seating. What kind of airline should he opt for?

Ans:- Premium Carrier

4. An airline transports Goods only. You can classify this airline in terms of load as?

Ans:- Cargo flights

5. An airline wants to upgrade its Fleet Management system. Which vendor should it reach it out to?

Ans:- MAXIMUS

6. In an airport the aircraft will have access to?

Ans:- Airside Areas

7. The market leader in the US market in the car rental industry in terms of revenue is?

Ans:- Hertz

8. Customers of a car rental service are?

Ans:- All of the listed options

9. Students who live in a college campus , need a car to run errands. However they cannot afford the ownership of a car. These students can avail the service of:

Ans:- Car rental

10. Which of these is not a function of the Front Office in a hotel?

Ans:- Laundry

11. Also privately owned, but has signed an agreement with another hotel brand to run the hotel operations. What is it called?

Ans:- Managed Hotel

12. The \_\_\_ rating is the most prevalent form of rating hotels.

Ans:- Star

13. Who is responsible for the day to day management of a hotel property?

Ans:- General Manager

14. Reservations made at the property level are usually made in the \_\_\_\_\_\_\_ .

Ans:- PMS

15. As a hotelier, in order to track stay data what is the most common metric to be used?

Ans:- Revenue

16.A motorist in travelling on the highway , wants to halt in a hotel that is accessible from exterior and located near the highway. What kind of hotel is he looking for?

Ans:- Motel.

17. Which of the following is not an operating model for hotels?

Ans:-Mortgaged

18. Calculate the REVPAR(revenue per available room) for a night if a hotel with 450 rooms sold 400 rooms for $125 each.

Ans:-112

19.Hertz is an example of \_\_\_\_\_\_\_\_\_.

Ans:- Car rental company

20. Which of these are associations for Travel Agents?

Ans:- All of the listed options

21. Royal Caribbean and carnival is the operator of ?

Ans:- Cruise

22. What is the full form of OTA?

Ans:- None of the options/ Open Travel Alliance

23. Best Western could be a member of which of these associations?

Ans:- AH&LA

24. The two major types of real estate are commercial and residential real estate. State true or false. Ans:- False

25. As of FY 2013, which geagraphy has the largest market size in Global Real Estate markets?

Ans:- North America

26. The categories in real estate are?

Ans:- All of the listed options

27. An owner manages and maintains an Apartment. The set of services provided will be referred as?

Ans:- Facilities Management

28.Which is the largest food service chain in the world by revenue?

Ans: McDonalds

29. What is the full form of WPOS?

Ans:- Wireless Point of Sale

30. Full Service and limited service are the type of?

Ans:- Restaurant

31. A restaurant which allows Pick Up/To go, Drive thru, Curb side what nature of service delivery is it providing?

Ans:- Take away

32. What is the main reason why Full Service Restaurants are growing at greater rate than other restaurant format?

Ans:- All of the listed options

33. A Restaurant website needs an appealing, user-friendly design and functionality including accessibility and interactivity. What according to you is a special feature the website can have?

Ans:- Online Ordering, Virtual tour of the restaurants

34. Where do all interactions with the customers take place in a restaurant?

Ans:- Front of the House

35. GNR stands for?

Ans:- Guest Name Record

36. What type of rate is the advertised rate for hotel rooms?

Ans:- Rack

37. What is the system of serving meals that are laid out and diners serve themselves ?

Ans:- Buffet

38. Change from a frozen to a normal form appropriate for further processing or cooking , is called?

Ans:- Thaw items

39. Which of these is not a type of journey?

Ans:- Direct

40. Which of these are the suppliers in the travel distribution chain?

Ans:- GDS

41. Leisure travellers are not price sensitive. State true or false.

Ans:- False

42. You have recently been to Singapore for a holiday via Expedia Holidays package. What are the modes of sharing your travel experience?

Ans:- All of the listed options

43. You are a leisure traveller, you eill have which of the following characteristics?

Ans:- Price sensitive

44. You are a business traveler, you will have which of the following characteristics?

Ans:- Several trips a year, Need expense management and reporting

45. Which is not an OTA?

Ans: Continental

46. Expedia, Travelocity, Makemytrip are all \_\_\_\_\_\_\_\_\_\_.

Ans:- Online Travel Agents.

47. \_\_\_\_\_\_ allow travellers to get deeply discounted plane tickets.

Ans:- Opaque Fare

48. Travel agents are of two types. \_\_\_\_\_\_\_ and \_\_\_\_\_\_.

Ans:- traditional , online

49. An OTA wants to introduce a feature that would e-mail customers about specific deals on particular O&D( origin and destination) pairs. What is the name of this feature?

Ans:- Low fare notifications

50. As a Travel Agent , which of the following will be a source of revenue?

Ans:- All of the options

51. From which of the following do you think Travel Agents receive the commission?

Ans:- Hotels

52. Which one of the following is not an OTA?

Ans:- Pegasus

53. How many major GDS are there?

Ans:- Four

54. Silver Lake and Texas Pacific Group privately held which GDS?

Ans:- SABRE

55. High transaction cost is a feature of \_\_\_\_\_\_\_\_\_\_\_.

Ans:- GDS

56. SideStep, FareChase, Mobissimo, Kayak are example of :-

Ans:- Meta search engines

57. ANA, China Airlines, EVA Garuda, Dragonair uses which GDS?

Ans:- Abacus

58. The travel agent is paying a GDS access fee in return for access of full content. Which revenue model is being used?

Ans:- Opt in model

59. A supplier wants to sell its inventory. Which of the following cannot be sold through GDS?

Ans:- Insurance

60. A revenue model has been imposed by the airlines as the travel agency has not adopted a GDS opt-in model. This revenue model uses a ARC clearing house. Which is the revenue model being used?

Ans:- Surcharge model

1. Which are some of the revenue sources of an airline?

Ans: - Selling frequent flier miles to other companies

2. Based on the market airlines can be classified as National, international and regional. State true or false.

Ans: - True

3. Aircrafts fly with the use of the ATC system. In what kind of airspace the aircraft may fly without the use of the ATC system?

Ans: - Uncontrolled airspace

4. A regular flight will be able to sell seats 332 days in advance. State true or false.

Ans: - False

5. In 2012, global revenues for the car rental industry were?

Ans: - $31B

6. A car rental or car hire agency has the following characteristics.

Ans: All of the listed options

7. A man is moving homes and he needs a truck to move belongings. He can take the services of a car rental company. State true or false.

Ans:- True

8. Full form of ARR.

Ans:- Average room rate

9. Hotels that focus on leisure travelers and emphasize on recreational facilities are classified as \_\_\_\_

Ans:- Resorts

10. In room reservation process what kind of information will be captured under guest data?

Ans:- All of the listed options

11. A hotel wants to measure performance using operational metrics related to rooms. What kind of metrics can be used?

Ans:- All of the listed option(Occupancy, ARR, REVPAR)

12. Calculate the REVPAR( revenue per available room) for a night if a hotel with 450 rooms sold 400 rooms for $125 each.

Ans: 112

13. Name a train operated by Indian railways exclusively for tourism?

Ans: Palace on wheels

14. CLIA stands for?

Ans:- Cruise Line International Association

15. \_\_\_\_\_\_\_\_\_ are a very popular way to cover a large area of special interest.

Ans:- Airplane

16. The two major types of real estate are commercial and residential real estate. State true or false.

Ans:- False

17. Some of the characteristics which define Real Estate market are:

Ans: All of the listed options. (Immobility, Heterogeneity, Durability)

18.The categories in real estate are?

Ans:- All of the listed options.(Commercial, Residential,Property & apartment)

19. Various actors involved in a real estate transaction are?

Ans:- All of the listed option(Property manager,Mortgage lender,Underwriter)

20.Upscale is a type of:

Ans:- Restaurant

21. Full Service & limited service are type of?

Ans:- Restaurant

22. A restaurant in order to improve its operations has installed a Kitchen Display System(KDS). What according to you are the advantages of a KDS?

Ans:- All of the listed options.

23. Customer Relationship Management(CRM) is used by restaurants to manage their relationships with customers. What are the various purposes CRM can analyze customer data?

Ans:- All of the listed options.

24. What is the term for two airlines agreeing to share PNRs in an itinerary? A ticket may be issued under either airline and the flight may have two or more numbers?

Ans: - Code Share

25. The \_\_\_\_\_\_\_ refers to the arrangement of seats on an aircraft.

Ans:- Configuration

26.What is a kind of self-service device that travellers can use at airports to print their boarding pass amongst other tasks?

Ans:- Kiosks

27. Which of this is a part of the travel planning process?

Ans:- All of the listed option

28. You have made reservations of hotel room via a travel agent which phase of the travel planning cycle are you in?

Ans:- Book

29. You are a supplier in the travel distribution chain and want to adopt the latest standards, you can adopt Open Travel Alliance(OTA) complaint\_\_\_\_\_\_.

Ans: XML

30. Which of these is an example of OTA? Ans: Expedia.

31. Airline and exact departure times are hidden until the flight ticket is purchased and travelers do not get loyalty points. Which of the following have the above features?

Ans: Opaque fares

32. \_\_\_\_\_ have been the most critical component of the T&H industry.

Ans:- Travel agents

33.From which of the following do you think Travel Agents receive their commissions?

Ans:- Hotels

34. Flight+ Hotel in a single search

Ans:- Dynamic packaging

35. Travelocity uses which GDS as a back-end system?

Ans:- Sabre

36. High transition cost is a feature of

Ans:- GDS

37.How many revenue models are available for GDS?

Ans:- 3