



WEST BENGAL STATE UNIVERSITY
B.A./B.Com. Honours 6th Semester Examination, 2021

BATADSE04T-TOURISM AND TRAVEL MANAGEMENT (DSE3/4)

INTRODUCTION TO PACKAGE TOURS OPERATIONS MANAGEMENT

Time Allotted: 2 Hours

Full Marks: 50

*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

1. Answer any **five** questions from the following: 2×5 = 10
- (a) Define Passport.
 - (b) What is a Travel agency?
 - (c) What is Visa?
 - (d) What are Type 'P' passport in India?
 - (e) What is Visa on Arrival?
 - (f) What is the duration of tourist visa in India?
 - (g) What does FRRO and TWOV stands for?
 - (h) What is an airport handling agent?
 - (i) What is the definition of a coach tour?
 - (j) Define a Tour Operator.
 - (k) What does GSA and PSA stands for?
 - (l) Name two international car rental companies operates in India.
 - (m) Name four popular tourist trains operates in India.
 - (n) Mention some essential qualities of a tour coach driver.
 - (o) Define OTAs.
 - (p) What are the benefits of "frequent flyer programs"?

GROUP-B

2. Answer any **four** questions from the following: 5×4 = 20
- (a) What is Type R visa and F1 visa?
 - (b) Differentiate between an Escort and a Guide.
 - (c) Write a short note on ECR passport.

- (d) What are the major air ticketing systems? Discuss.
- (e) What is the difference between CRS and GDS?
- (f) Name five sources of income of a travel agency.
- (g) Write a note on Travel Insurance.
- (h) What does the consumer protection act cover?
- (i) What are the qualities of a tour escort?
- (j) How do you explain package tours?
- (k) Write a note on health regulations.
- (l) Write a short note on AAI.

GROUP-C

3. Answer any *two* questions from the following: 10×2 = 20

- (a) What is Visa? Explain various types of Visa issued by Indian Embassy abroad.
- (b) Write in detail the job description of 'Flight Attendant'.
- (c) Discuss the role of Information Technology in the field of tourism and hospitality industry.
- (d) Briefly discuss various functions of a travel agency with suitable example.
- (e) Why is consumer protection important in travel and tourism industry? Substantiate your answer with suitable examples.
- (f) What is a Package Tour? Discuss the advantages and disadvantages of a package tour.

N.B. : *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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