



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BTTM/SEM-6/TTM-601B/2010  
2010**

**TOUR PACKAGE OPERATIONS - III**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for any *ten* of the following :

10 × 1 = 10

- i) Tour operators are ..... players in the tourism & travel trade.
- |            |                  |
|------------|------------------|
| a) minor   | b) insignificant |
| c) elusive | d) vital.        |
- ii) A tout a person who ..... tourists.
- |          |                   |
|----------|-------------------|
| a) helps | b) facilitates    |
| c) cheat | d) none of these. |
- iii) The core part of any packaged tour is its
- |              |           |
|--------------|-----------|
| a) price     | b) appeal |
| c) itinerary | d) guide. |



- iv) A tour guide should have ..... qualities to become successful.
- a) amusing                                      b) pitiable
- c) leadership                                      d) none of these.
- v) Which is the cheapest class of fare in air travel ?
- a) Economy                                      b) Business
- c) Excursion                                      d) None of these.
- vi) The remuneration of a registered guide is fixed by
- a) TATO
- b) The Dept. of Tourism, G.O.I.
- c) by himself
- d) none of these.
- vii) A package tour that includes the services of a full time qualified tour manager is known as a
- a) Guided Tour                                      b) Luxury Tour
- c) Escorted Tour                                      d) Hosted Tour.
- viii) The registered office of TAAI is at
- a) Delhi                                      b) Pune
- c) Chennai                                      d) Mumbai.
- ix) DOT means Department of
- a) Trade                                      b) Tourism
- c) Technical                                      d) none of these.



- x) Kingfisher Airlines is a
- |                        |                        |
|------------------------|------------------------|
| a) Swiss Airlines      | b) Indonesian Airlines |
| c) Australian Airlines | d) Indian Airlines.    |
- xi) Is there any refund of money when a no fill airlines ticket is cancelled ?
- |              |                   |
|--------------|-------------------|
| a) Yes       | b) No             |
| c) Partially | d) None of these. |
- xii) Which airport enjoys night landing facilities ?
- |             |              |
|-------------|--------------|
| a) Bagdogra | b) Jorhat    |
| c) Kolkata  | d) Shillong. |

### GROUP – B

#### ( Short Answer Type Questions )

Answer any *three* of the following.  $3 \times 5 = 15$

2. A successful tour planning requires a check list. Describe who prepares the check list and the importance of the check list.
3. Describe the different functions of a guide and an escort. What are the major differences in their working pattern ?
4. Who are touts ? What are the negative impacts that are created by touts ? How can this menace be eliminated from tourist destinations ?
5. Discuss the various inputs that are escort for a tour operator. How can such inputs be procured ?
6. What are the attributes that a tour escort should possess for successful operation of a tour ? How can an escort groom himself for becoming a successful escort ?

CS/BTTM/SEM-6/TTM-601B/2010



**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

7. Discuss the different types and forms of Tour Package. Describe their merits and de-merits.
8. Discuss the importance of the Manager / Supervisor in a tour operation department of an inbound travel company.
9. What are brochures ? Signify their importance. Discuss in detail how the contents of a brochure can influence the prospective tourist / traveller in buying the listed product/s.
10. Write about the code of conduct that a guide needs to abide by, for successful guiding. Also discuss the importance of code of conduct in tour guiding.
11. What are the essential requirements for guiding a group of tourists in a 'National Park' in India ?

=====