

18. (a) Outline the procedure of handling the bills in a Tour operation company.

Or

- (b) Explain the services being provided at the international counter.

19. (a) Define costing. Outline the problems and steps in tour costing.

Or

- (b) Prepare an itinerary of 10 days/11 nights for a group of Americans who wish to visit destinations of historical importance.

20. (a) Write an essay on the nuances of documentation related to guest in a hotel.

Or

- (b) Elucidate on the RBI guidelines regarding foreign exchange transactions.

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MASTER OF TOURISM MANAGEMENT (CBCS)
DEGREE EXAMINATION, NOVEMBER 2011.

Third Semester

TOUR OPERATION MANAGEMENT

(For those who joined in July 2009 onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 1 = 10 marks)

Answer ALL the questions.

1. Define a package tour.
2. Define itinerary.
3. What is meant by business correspondence?
4. Expand BSP.
5. List the various services provided by domestic counter.
6. Explain the various modes of booking a hotel room.

7. What is travelers' cheque?
8. What is 'service voucher'?
9. Explain the meaning of PTA.
10. Define a tour quotation.

SECTION B — (5 × 5 = 25 marks)

Answer ALL the questions, choosing either (a) or (b).

11. (a) Explain the filing system in T.A.

Or

(b) Write in detail about the tools being used in Travel Agency for effective communication.
12. (a) Explain the procedure of reservation of international tickets.

Or

(b) Explain the 'commission structure' of a travel agency.
13. (a) What is the procedure to handle a lost ticket?

Or

(b) Outline the procedure for refund and cancellation of a ticket.

14. (a) What are various modes of transportation? Explain their significance in tourism.

Or

- (b) Prepare a sample quotation for a group of ten Japanese tourist inviting to Buddhist places in A.P.

15. (a) What is Capital account transaction? How is it different from current account transaction?

Or

- (b) Explain the procedure of registration of an international guest in a hotel.

SECTION C — (5 × 8 = 40 marks)

Answer ALL the questions, choosing either (a) or (b).

16. (a) Write an essay on the use of I.T. in effective communication.

Or

- (b) 'Management of information' is the key to success in Travel Agency business. Comment.

17. (a) Explain the function of the domestic counter in a Tour operation company.

Or

- (b) Write an essay on the problems being faced by tour operators in inbound operations.