

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI-600086
(For candidates admitted from the academic year 2019-2020)
END SEMESTER EXAMINATION 2020
BVOC TOURISM & HOSPITALITY

Paper: Travel Agency and Tour Operator
Code: 19VT/VA/TA16

Duration: 1Hr 30 Mins
Max Marks: 50

SECTION -A

Answer any FIVE questions in not more than 30 words each **(3 x 5 = 15)**

1. Define Travel Agent
2. American Express Company
3. Diplomatic Passport
4. Fiscal and non fiscal incentives
5. Cox & Kings
6. Online travel agencies
7. TIM

SECTION – B

Answer any FIVE in not more than 300 words each **(5 x 5 = 25)**

8. Write a note on the types of travel agencies.
9. Discuss the beginnings of Thomas Cook as a travel agent .
10. Briefly explain the role and function of ITDC and TTDC.
11. Discuss the sources of income for a travel agent.
12. Highlight the functions of a Tour operator.
13. Explain the planning and costing of tours.
14. Discuss in detail the role of IATA and WTO.

SECTION – C

Answer any ONE in not more than 1000 words each **(1 x 10 = 10)**

15. Discuss the functions and services provided by a travel agent.
16. Give a detailed account on Travel formalities.
