

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086**  
**(For candidates admitted from the academic year 2025 – 2026)**

**B.A. DEGREE EXAMINATION, APRIL 2026**  
**TOURISM AND TRAVEL MANAGEMENT**  
**SECOND SEMESTER**

**COURSE : CORE**

**PAPER : TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT**

**SUBJECT CODE: 25TT/MC/TA25**

**TIME : 3 HOURS**

**MAX. MARKS: 100**

<b>Q. No.</b>	<b>SECTION A</b> <b>Answer any FOUR questions from the K1 level in not more than 250 words each (4 × 5 = 20)</b>	<b>CO</b>	<b>KL</b>
1	Define fiscal incentives and non-fiscal incentives.	1	1
2	Expand the abbreviation TTDC and state its major functions.	1	1
3	List the steps involved in travel planning, reservation and ticketing.	1	1
4	State the post-tour management procedures followed in a travel agency.	1	1
5	Mention the steps involved in planning and budgeting in tour operations.	1	1
<b>Q. No.</b>	<b>SECTION B</b> <b>Answer any FOUR questions from the K2 level in not more than 250 words each (4 × 5 = 20)</b>	<b>CO</b>	<b>KL</b>
6	Identify the difference between a travel agency and a tour operator.	2	2
7	Explain the concept of Travel Information Management (TIM).	2	2
8	Explain the importance of passport and its types in travel.	2	2
9	Describe visa and its various types.	2	2
10	Explain the marketing strategies used by tour operators.	2	2
<b>Q. No.</b>	<b>SECTION C</b> <b>Answer any TWO questions from the K3 level in not more than 500 words (2 × 10 = 20)</b>	<b>CO</b>	<b>KL</b>
11	Classify and explain the different types of travel agencies.	3	3
12	Explain in detail the organisational structure of a travel agency.	3	3
13	Explain how travel agencies generate income from different sources.	3	3
14	Discuss the role and functions of the World Tourism Organization (WTO).	3	3

<b>Q. No.</b>	<b>SECTION D</b> <b>Answer any TWO questions from the K4 level in not more than 500 words</b> <b>(2 × 10 = 20)</b>	<b>CO</b>	<b>KL</b>
15	Analyse the evolution and growth of travel agencies at national and international levels.	4	4
16	Examine the legal and ethical responsibilities of travel agencies and tour operators.	4	4
17	Examine the contribution and functions of ITDC in promoting tourism in India.	4	4
18	Analyse the different types of tour operations and their significance in tourism.	4	4
<b>Q. No.</b>	<b>SECTION E</b> <b>Answer any TWO questions from the K5 level in not more than 500 words</b> <b>(2 × 10 = 20)</b>	<b>CO</b>	<b>KL</b>
19	Evaluate the role of travel agencies in the development of tourism.	5	5
20	Design a day-wise itinerary for a group tour in Chennai and justify the selection of attractions and services.	5	5
21	Assess the travel formalities and documents in detail.	5	5
22	Evaluate the objectives and global impact of IATA in the aviation and tourism industry	5	5

\*\*\*\*\*