



K21U 3436

Reg. No. :

Name :

II Semester B.T.T.M. Degree (CBCSS – OBE – Reg./Sup./Imp.)
Examination, April 2021
(2019 Admission Onwards)
Core Course
2B02TTM : TOUR OPERATIONS

Time : 3 Hours

Max. Marks : 40

PART – A

(6 'Short answer questions' to be answered in **one** or **two** sentences, which carry 1 mark **each**, with total marks of 6.)

1. Expand IATO.
2. Define travel agency.
3. Define visa.
4. Name two tour operators operating in India.
5. What do you understand by GIT?
6. What do you mean by domestic tour operation? **(1x6=6)**

PART – B

(6 of the 8 questions to be answered in **one** or **two** paragraphs, which carry 2 marks **each**, with total marks of 12.)

7. Differentiate inbound and outbound tour operation with examples.
8. What do you understand from the term 'cost worksheet' of a tour package?
9. Write a short note on travel itinerary.
10. Discuss travel insurance.
11. Write down the 3 levels of tour guides in India.

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12. What is Incentivised Tour ?
13. What do you mean by diplomatic passport ?
14. Define tailor made package.

(2×6=12)

PART - C

(4 of the 6 'short essay questions' to be answered in 150 to 200 words, which carry 3 marks each, with total marks of 12.)

15. Describe about the designing process of a package tour.
16. Explain the four types of tour operators.
17. Elucidate the differences between wholesale travel agencies and tour operators.
18. Write a detailed note on the personal presentation and grooming needed for a tourist guide.
19. Discuss the types of itineraries for the usage of various stakeholders.
20. Explain the seven golden rules of tour guiding.

(3×4=12)

PART - D

(2 of the 4 'essay questions' to be answered in 600 to 800 words, which carry 5 marks each, with total marks of 10.)

21. Elaborate various strategies used for pricing a package tour.
22. Explain the pre-tour, on tour and post-tour responsibilities of a tour guide.
23. Prepare an itinerary for a college study tour package from Calicut to Trivandrum by considering the following conditions :
 - The tour must be a minimum of 3 days.
 - Tour must contain minimum two modes of transportation.
 - Day and time schedule must be included.
 - Historical monuments and cultural sights are to be included.
24. Explain the types of passport allotted in India along with the condition to receive it.

(5×2=10)