**B.COM (TRAVEL AND TOURISM)**

**Semester VI**

**CO 1661.3 Travel Agency, Tour Operation and Airline Management**

**Section A. One or Two Sentence Questions (1 Mark)**

1. What is mean by Travel Agency?
2. Who is retail Travel Agent?
3. What is staffing?
4. What is the carrier code of Lufthansa airlines?
5. Give examples of two travel agency?
6. What is itinerary?
7. Why are time calculation important in airline management?
8. Who is the outbound Tour operator?
9. Who is the Tour Escort?
10. What is City Tour?
11. Expand the FIT and GIT?
12. Who is a tour operator?
13. Define tour escort.
14. Mention one difference between travel agent and tour operator.
15. What is the role of a guide in tourism?
16. Name any one linkage between travel agency and airline.
17. Define ticketing.
18. What is documentation in a travel agency?
19. Mention one function of travel information counselling.
20. What is staffing?

**Section B. One Paragraph Questions (2 Marks)**

1. What is the International Date Line (IDL)?
2. Who is the Tour Operator?
3. What is the passenger Aircraft?
4. Differentiate between FITS and GITS?
5. What are the freedoms of Air?
6. Calculate Time Difference? Amsterdam (Netherland) & Singapore

AMS = GMT+1hr. SIN = GMT+8 hr.

1. Expand IATA and define the functions?
2. Calculate country time difference?

Lapaz (Bolivia) & Rome

LAP = GMT-4 hr. ROM =GMT+1 hr.

1. What are the Tour operator responsibilities?
2. Expand DLS
3. Name of any leading a Top travel Agency?
4. Write a short note on planning in travel agency management.
5. What is organizing and controlling in travel agency operations?
6. List any two key roles of travel staff.
7. List any two types of tour operators.
8. What are the tools used in itinerary development?
9. What is the difference between FIT and GIT?
10. What are the basic resources needed for itinerary planning?
11. Write a short note on standard time and international dateline.
12. What are the policies for children and infants in air travel?

**Section C. Short Answer Questions (4 Marks)**

1. Explain the Tour Operator Responsibilities?
2. What are the Functions of Travel Agency?
3. Define the types of Tour Operators?
4. Explain the Travel Agency basic organization structure?
5. What are the types Tour Costing?
6. The local time in Madrid is 0500 hrs. on 15th OCT. What is the local time of Vancouver (Pacific Time)?

MAD –GMT+1 & YVR –GMT-7

1. What is difference between Travel Agency and Tour Operation?
2. Define the Functions of Tour Operator?
3. Explain the role of international organizations like ICAO and IATA in airline management.
4. Describe different airline codes and the concept of international time calculation.
5. What are the standard rules regarding baggage allowance and passenger care?
6. Discuss the services provided by international travel counters.
7. What are the policies regarding travel cancellation and delays?
8. Describe the organizational structure of a travel agency.

**Section D. Essay Questions (15 Marks)**

1. Write an essay on Types of Travel Agencies?
2. Draw and explain the organization structure of a large Travel agency?
3. What is the Do’s and Do not’s of Itinerary preparation?
4. Summarise on IATA?
5. Describe the organizational structure of a travel agency and explain various managerial functions such as ticketing, documentation, staffing, planning, organizing, and controlling.
6. Explain the functions, types, and income sources of a travel agency. Also mention the role of IATA and government approval.
7. Differentiate between travel agents and tour operators. Describe their linkages with hotels and airlines.
8. Describe the organizational structure and key functions of a travel agency.
9. Explain the types of tour operators and the steps involved in itinerary planning.
10. Discuss tour costing, FITs and GITs, confidential tariffs, and types of package tours.
11. Explain the role of ICAO and IATA, airline codes, time zones, baggage rules, and international travel services.