

Naipunnya School of Management, Cherthala
V Semester B.Com Tourism and Travel Management
Tour Operation Management- Question Bank, 2016

Part-A (Answer all questions. Each carries 1 mark)

1. What are the different client files in tour operations?
2. What is domestic counter in ticketing?
3. Define PSR.
4. Define outbound tour operator. List out 4 outbound tour operators in Kerala.
5. Differentiate between FIT and GIT.
6. Who is a specialist tour operator?
7. What is arrival transfer check list?
8. Who are ground operators?
9. Name the plan which provides room only.
10. Write any 3 sources of income of tour operators.
11. What is mark up?
12. What will be percentage of commission on hotel room confirmation to travel companies?
13. What is inclusion and exclusion marked in a tour itinerary?
14. Define itinerary.
15. Write any 2 whole sale travel agents in India
16. Define Travel Agency.
17. Define Tour operator.
18. What are 3 main factors influencing costing a tour package?
19. What is an out bound tour operator?
20. What is a tailor made itinerary?
21. What do you meant by principal service providers in travel industry?
22. Expand VISA.
23. What is a travel voucher?
24. What is market research in tourism?
25. What are the characteristics of tourism products?
26. What is tour handling?
27. What is a tour brochure?
28. Who is an intermediary in tourism business?
29. List out any 4 hill stations in India.
30. Who is a virtual travel agent?

Part – B (Answer all questions. Each carries 2 marks)

1. Explain the different meal plans followed in a hotel?
2. Explain the major components in a tour package?
3. What are the different types of itineraries?
4. List out the different types of accommodation available in hotel industry?

5. What are the benefits of a group tour? How does it work out cheaper than the regular tours?
6. What are the different kinds of package tours?
7. State the importance of brochure in tour operations?
8. Give the importance of climate while planning an itinerary?
9. Explain in brief the need of an escorted tour?
10. Explain in brief the role of transport in a tour package?
11. What is a transit region?
12. What are the advantages of travel vouchers?
13. What are the merits of Travelers cheque?
14. What is an International travel counter?
15. What is a pre conference tour?
16. What do you mean by VISA on arrival?
17. What is the difference between a whole sale and a retail tour operator?
18. Explain the term tour analysis?
19. What are the duties and responsibilities of a tour manager?
20. What are the duties and responsibilities of a tour escort?
21. What are the various refund and cancellation procedure applicable in international journey?
22. What are the procedures for domestic and international hotel booking?
23. Why is it advisable to have travel insurance while going abroad?
24. List out at least 4 countries offering on arrival VISA assistance to their clients?
25. Write in brief the preparation and appearance for work in travel operation business?
26. Explain the terms MCO,PTA,PSR and BSP
27. What are the different modes of transportation in tourism sector?
28. Write in brief the RBI guidelines for the foreign exchange transactions in tourism industry?
29. What are the major areas of revenue in Tour operation business?
30. What are the different marketing strategies used in tour operation business?

Part- C (Answer all questions. Each carries 4 marks)

1. Give the importance of commission structure in tour operations.
2. What is a check list file in tour operation business and explain the importance of check list required for organizing pickups.
3. Explain the various types of brochures available in travel trade?
4. What all things should be considered while costing a tour?
5. What are the different kinds of ancillary services provided in a tour?
6. Describe the promotion campaigns undertaken by travel agents?
7. List the procedure to be followed if baggage lost in transit?
8. You have been asked to receive four guests at the CIAL, Cochin. Briefly list how you will go around doing the same?
9. What included and excluded features of package tour?

10. What are the different methods of filing system in travel agency?
11. What are the major constraints or barriers of tour operation business? Explain.
12. Explain in detail the various services from domestic and international counters in a travel agency?
13. Explain the term BSP (Billing and Settlement Plan) in travel agency business?
14. Explain the different types of itineraries and their features?
15. Craft a package tour, clearly mentioning all the tour features.
London -Delhi -Agra-Jaipur-Delhi-London (The Tour begins from London and will reach Delhi by flight)
16. Comment on marketing of inbound and out bound tours.
17. Prepare a weekend tour and plan an itinerary for the same.
18. Write in detail the marketing techniques used in tour operation business.
19. Write any 4 tourism destinations in India with a detailed explanation.
20. What are the major ingredients in an itinerary and explain how to prepare an itinerary?
21. What are the different types of tour operators .Explain
22. List out the types of travel agencies.
23. Explain Thomas Cook (India) Pvt ltd.
24. What are the major inclusions in a tour brochure? Explain.
25. Discuss the difference between a round trip and circle trip with suitable examples.

Part-D

1. What are the major functions of a travel agency? Explain.
2. List the travel arrangement services that are designed to meet the needs of the international traveler?
3. What do you mean by packaging and physical evidence in concern with tourism products? Comment the statement, "Incredible India".
4. What is the role of tour operators in promoting tourism industry in India?
5. What are the different kinds of package tours? Explain.
6. A school approaches your travel agency for a study tour of 7-8 days for their students of age group of 13-14 years. How will you go through the enquiry?
7. Discuss the procedures for domestic and international hotel reservation?
8. Explain in detail package tour and its increasing demand and value.
9. Discuss in detail the package tour business issues in India?
10. Explain the scope of E- Tourism in the 21st century?

