

**MASTER OF ARTS IN TOURISM
MANAGEMENT (MTM) / MASTER OF TOURISM
AND TRAVEL MANAGEMENT (MTTM)**

Term-End Examination

December, 2018

00464

MTM-13/MTTM-13 : TOURISM OPERATIONS

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.

1. "Tour operations is a combination of various elements." Discuss these elements and bring out their importance in the tour operations business. 20
2. Write short notes on any **two** of the following : 10+10=20
 - (a) Costing a Tour Package
 - (b) Business Correspondence in a Travel Agency
 - (c) Guidelines for Getting Recognition from IATA by a Tour Company
3. A group of 20 PAX from China is visiting the Buddhist Circuit of India. Explain the various operational procedures to be followed for this tour by a tour operator. 20

4. Explain the following : 4×5=20
- (a) Designing a restaurant
 - (b) Menu planning
 - (c) Equipments for F & B service areas
 - (d) Main sectors of hospitality industry
5. Draw the organization chart of the housekeeping department of a medium and large size hotel. Also discuss the functions of the housekeeping department. 20
6. Discuss in detail the reservation system in a hotel. 20
7. Explain the tourism development benefits to residents vis-à-vis the economy. 20
8. Who are the principal suppliers of a travel agency ? How should a travel agent engage or handle these principal suppliers ? 20
9. As a tour escort, how would you prepare and plan yourself to handle a tour ? 20
10. Discuss the distribution channel in tour operations. Also highlight the role of distribution channels in tour operations. 20
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