



NP – 155

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**II Semester B.Com. (Tourism and Travel Management)**  
**Examination, September/October 2022**  
**(NEP Scheme) (2021-22 and Onwards)**  
**Paper – 2.3 : TOUR OPERATIONS MANAGEMENT**

Time : 2½ Hours

Max. Marks : 60

**Instruction :** Answer should be written in **English**.

SECTION – A

1. Answer **any 6** questions out of 8. **Each** question carries **two** marks. **(6×2=12)**

- a) Define package tour.
- b) Who is a travel agent ?
- c) Who is ground tour operator ?
- d) What is a medical VISA ?
- e) Who is an interpreter ?
- f) What is an Itinerary ?
- g) Expand FIT.
- h) Expand GIT.



SECTION – B

Answer **any 3** questions out of 5. **Each** question carries **four** marks. **(3×4=12)**

2. Trace out the evolution of the travel agency business.
3. Explain the different departments in a travel agency.
4. What are the factors affecting tour costing ?
5. Mention the different types of the itinerary.
6. Write a note on the importance of OTA's- Online travel agencies.

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## SECTION – C

Answer **any 3** questions out of 5. **Each** question carries **twelve** marks. **(3×12=36)**

7. Give an account of the importance of the travel agency and tour operators business in the Indian context.
  8. Explain the various services offered by travel agency and tour operator.
  9. What are the different types of package tours ?
  10. Explain the procedure to become a recognized travel agent from the Ministry of Tourism.
  11. Write a note on the travel organisations roles and functions.
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