2018 III 17 Seat No.: 1000 Time: 2 Hours TRAVEL AGENCY OPERATIONS AND TICKETING (New Pattern) Subject Code 5 5 Total No. of Questions: 5 (Printed Pages : 3) **Maximum Marks: 50 INSTRUCTIONS**: i) Answer **each** question on a **fresh** page. ii) Write the number of questions clearly. iii) All questions are compulsory. iv) Figures to the **right** indicate **full** marks. v) The question paper consist of questions. vi) Answer question no. 1 of each unit in about 1 word. vii) Answer question no. 2 of each unit in about 30 words. viii) Answer question no. 3 of each unit in about 50 words. ix) Answer question no. 4 of each unit in about 100 words. UNIT - I 1.1.1. It is a unit of common International Value established by IATA to calculate International fares and charges. [1] 1.2. List any two characteristics of an inclusive tour. [2] 1.3. State the marketing objectives of National Tourism Organisation. [3] [4] 1.4. Explain any 4 functions of a travel Agency. UNIT - II 2. 2.1. The company which produces and operates the tours. [1] 2.2. Identify the following IATA abbreviations: [2] i) PX

ii) SS.



| | 2.3. | How does the travel agency derive income in the form of commissions? | [3] |
|------------|------|---|-----|
| | 2.4. | Explain any 4 elements of an inclusive tour. | [4] |
| UNIT – III | | | |
| 3. | 3.1. | A coupon which is used by the accounts department for issuing airline ticket. | [1] |
| | 3.2. | List any 4 unspecified services of Miscellaneous charges order. | [2] |
| | 3.3. | Classify the three types of tours. | [3] |
| | 3.4. | State the reasons for an IATA application to be disqualified. OR | [4] |
| | | Explain why is IATA recognition the most important recognition for a travel agency. | [4] |
| UNIT – IV | | | |
| 4. | 4.1. | The first travel agency to introduce the package tour to Paris. | [1] |
| | 4.2. | Differentiate between Corporate and Associate Conference. | [2] |
| | 4.3. | State any three points to be checked before accepting an UATP Card. | [3] |
| | 4.4. | Explain any 4 types of UATP Cards. OR | [4] |
| | | What is the procedure to be followed to fill the MCO boxes? | [4] |
| UNIT – V | | | |
| 5. | 5.1. | A deliberate interruption of a Journey by a passenger. | [1] |
| | 5.2. | What are special fares and its categories? | [2] |

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- 5.3. Mr. and Mrs. Shaikh are travelling to Europe with their 3 children. What will be the discounted fares and condition applicable to them? The children are aged:
 - i) 8 months
 - ii) 9 years
 - iii) 12 years. [3]
- 5.4. Identify the following routings and say whether they are OW, RT, OOJ, TOJ, RTW.
 - i) Mumbai Tokyo New York London Mumbai
 - ii) Sydney Hongkong Perth
 - iii) London Cairo Surface Lagos London
 - iv) Zurich Geneva Madrid Zurich.

[4]

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