

QP Code: D145189		Total Pages: 02	Name:
		Register No.	
SECOND SEMESTER B.VOC (CUFYVP) REGULAR EXAMINATION APRIL 2026			
TOURISM AND HOSPITALITY MANAGEMENT			
THS2CJ101 Travel Agency & Tour Operation Management			
2025 Admission			
Maximum Time :2 Hours		Maximum Marks :60	
Section A			
All Question can be answered. Each Question carries 2 marks (Ceiling : 20 Marks)			
1	Define OTA		
2	Who is Thomas Cook?		
3	What is UFTAA?		
4	What do you mean by hotel contracting?		
5	What is trade license?		
6	Explain flat organizational structure		
7	What is itinerary?		
8	Define Tour Packaging		
9	What is Tour Costing?		
10	Give examples of Travel Documents		
11	What is meant by client handling?		
12	Define VISA		
Section B			
All Question can be answered. Each Question carries 6 marks (Ceiling : 30 Marks)			
13	Discuss the historical origin of the concept of travel agency		
14	What are the basic requirements to start a travel agency in India?		
15	Explain the objectives of IATA		

16	Write a short note on human resource requirements in travel agencies
17	Critically evaluate the technological changes in travel agency operations
18	Give a note on various sustainable practices in travel operations
Section C	
Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)	
19	Explain the methods of tour costing and pricing strategies used in tour operations
20	Explain the Importance of CRM in travel business