



(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 271200

Roll No.

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M. B. A.

(SEM. II) THEORY EXAMINATION, 2014-15
TRAVEL AGENCY AND TOUR OPERATION

Time : 3 Hours]

[Total Marks : 100

Note : Attempt questions from each section, as per given instructions.

SECTION - A

- 1 Answer any four of the following : **5×4=20**
- a) Define the term Passport. List of different types of passport?
 - b) What is Visa? Explain the different types of Visa.
 - c) What are the various Fiscal and non Fiscal incentives to Travel Agency?
 - d) Give the brief information of various departments in Travel Agency.
 - e) What are the sources of income in Travel Agency?
 - f) Give the brief information about IATO.

SECTION - B

2. Read the case and answer the given $10 \times 3 = 30$ questions :

Mr. Ramesh Kumar Shrivastava was planning to travel abroad in next 3 months on his' business trip. He was not holding his passport. He lives at Mathura city. Mr. Shrivastava approached to the Travel Agent. The Agent asked him to apply for passport. He was asked to get fill up a form on line and keep ready following documents

1. Duplicate Address proof documents
(at least 2 proofs)
2. Date of birth certificate
(High School Certificate)
3. 4 front pose passport size pictures
4. Graduation Certificate
5. Last 3 years income tax return copy

The agent fixed up the date for the interview at passport office on 10th Oct-2015. Mr. Shrivastava left for interview on fixed date to Bareilly passport office. He was informed by them that Mathura city comes under the Ghaziabad (Sahibabad) office and he has to report over there for interview.

He came back to Mathura and informed Agent about the same. The Agent advised him the address of passport office. Mr. Ramesh got delayed by few days and Agent fixed up a date for interview again with the right passport office. He went for interview and he was informed by passport office that passport would be ready in 2-3 months time. After few days

Ramesh got a letter that his both copies of address proof are not same. Later on he realized that house number is different in both documents.

After going through the above problems his passport got delayed and could not get in time. Ultimately he cancelled his-trip and could not meet his buyers in abroad. He lost order for export due to passport problem.

Questions :

- a. Why his passport got delayed?
- b. Do you feel that it was a mistake of Travel Agent/ Mr. Ramesh?
- c. If you are a Travel Agent then how this problem could be avoided?

SECTION - C

10×5=50

Attempt all questions from the section :

- 3 What documents are required while some one wants to visit U.S.A. on Tourist Visa?

OR

How much foreign currency is permitted if person is going to abroad in the following: reasons

- a. On Tourist Visa
- b. Medical Treatment
- c. Business Trip
- d. Study (student visa)
- e. To attend conference / seminar.

- 4 Give the History of Travel Agency and who was the first Agent who started this business.

OR

Provide the detailed information of Travel Agency and Tour Operator.

- 5 What are the rules and regulation for approval of Inbound Tour Operator with department of Tourism, Govt. of India?

OR

What are the IATA rules and regulations for approval of a Travel Agency?

- 6 Explain the importance of all segments which are involved while preparing an Itinerary.

OR

What segments are involved while handling a conference? Give the brief information of each segment.

- 7 What do you understand by marketing Mix in Tourism industry and what heads are there?

OR

What do you understand by Marketing Research in Tourism Business? How this research can be benefited to the Tour Operator or Travel Agent.