

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : VII
SESSION : MO/2022**

SUBJECT: HM401 TOURISM OPERATIONS

TIME: 3:00 Hours

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) Write the meaning and nature of tourism. [2]
Q.1(b) Illustrate the various forms and types of tours. [3]
Q.1(c) Describe the requirements for setting up a travel agency in India along with the types & roles of travel agencies [5]
- Q.2(a) Write the factors to be considered in tour costing. [2]
Q.2(b) Explain the steps where the tour professionals always follow while planning any itinerary. [3]
Q.2(c) Analyze the various stages in the tour design and selection process with suitable example. [5]
- Q.3(a) Name the three areas or air traffic set by IATA for the process of establishing fares and tariff related rules. [2]
Q.3(b) Describe BSP and its benefits. [3]
Q.3(c) Discuss the important travel formalities required to a tourist while taking an international tour. [5]
- Q.4(a) Define leakage and multiplier effect in relation to tourism industry. [2]
Q.4(b) Interpret the symbiotic relation among host, guest and tourism. [3]
Q.4(c) Discuss the positive and negative tourism impact from environment. [5]
- Q.5(a) Write the full form of the following:- (i) PATA, (ii) ICAO, (iii) WTTC, (iv) UNWTO, (v) IATO, (vi) ITDC, (vii) IATA, (viii) ASTA. [2]
Q.5(b) Discuss the significance of tourism organizations in the industry. [3]
Q.5(c) Illustrate the functions and role of UNWTO. [5]

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