

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : VII
SESSION : MO/2025**

SUBJECT: HM401 TOURISM OPERATION

TIME: 3 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)	Differentiate between a travel agent and a tour operator. State any two functions of a travel agent in the Indian tourism context.	[5] 1	2
Q.1(b)	Discuss the forms and types of tourism with suitable examples.	[5] 1	2
Q.2(a)	What is a tour itinerary? List any four essential components that must be included in a sample itinerary for a 3-day Golden Triangle tour (Delhi-Agra-Jaipur).	[5] 2	2
Q.2(b)	Explain the role of market research in tour package formulation. How does a tour operator in India use this research to design a monsoon tourism package for Goa?	[5] 2	3
Q.3(a)	List any five essential travel documents required for an Indian citizen traveling internationally. Briefly state the purpose of a passport and a visa.	[5] 3	2
Q.3(b)	What are MCOs (Miscellaneous Charges Orders) and PTAs (Prepaid Ticket Advices)? How do travel agents in India use them while handling client payments or partial bookings?	[5] 3	3
Q.4(a)	What is meant by 'socio-cultural impact' of tourism? Mention two positive effects tourism has had on rural communities in India.	[5] 4	3
Q.4(b)	Evaluate the statement: "Tourism brings economic benefits but often at the cost of social disruption." Discuss with reference to coastal communities in Goa or hill stations like Shimla.	[5] 4	4
Q.5(a)	Differentiate between the roles of IATA and ICAO in the global tourism and travel industry. Write the freedom of air and its significance offered by ICAO.	[5] 5	3
Q.5(b)	What is IATO? Discuss the role and responsibility of IATO.	[5] 5	3

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