

25U289S

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Name :

Reg. No :

SECOND SEMESTER UG DEGREE EXAMINATION, APRIL 2026

(FYUGP)

CC24UBHC2MN101 - TRAVEL AGENCY AND TOUR OPERATION

(Hotel Management and Catering Science - Minor Course)

(2024 Admission - Supplementary/Improvement)

Time: 2.0 Hours

Maximum: 70 Marks

Credit: 4

Part A (Short answer questions)

Answer *all* questions. Each question carries 3 marks.

1. State retail travel agency. [Level:2] [CO1]
2. Explain travel agency. [Level:2] [CO1]
3. Examine passport. [Level:2] [CO2]
4. Interpret the importance of capital investment in travel agency. [Level:4] [CO2]
5. Examine any five functions of travel agencies. [Level:4] [CO2]
6. Analyze the factors that affect pricing. [Level:3] [CO3]
7. Analyze package tourism. [Level:3] [CO3]
8. Categorize natural tourism products. [Level:3] [CO3]
9. Describe the examples of technology in tourism. [Level:3] [CO4]
10. Summarize how logistics and tour operations are coordinating. [Level:4] [CO4]

(Ceiling: 24 Marks)

Part B (Paragraph questions/Problem)

Answer *all* questions. Each question carries 6 marks.

11. Describe the legal requirements starting a travel agency. [Level:2] [CO1]
12. Discuss new travel trends in tourism. [Level:2] [CO1]
13. Analyze KTDC and ITDC. [Level:2] [CO1]
14. Explain reservation and modes of reservation. [Level:4] [CO2]
15. Understand the various marketing strategies used by tourism professionals. [Level:3] [CO3]

16. Categorize the methods of tour performance evaluation. [Level:4] [CO4]
17. Examine how tour operators prepare for unexpected crises, such as natural disasters or accidents. [Level:4] [CO4]
18. Determine the qualifications and skills are typically required for someone to become a tour guide. [Level:3] [CO4]

(Ceiling: 36 Marks)

Part C (Essay questions)

Answer any **one** question. The question carries 10 marks.

19. Determine the importance of customer service in travel agency. [Level:2] [CO2]
20. Analyze sustainable tourism practices. [Level:3] [CO3]

(1 × 10 = 10 Marks)
