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MTTM-13

**MASTER OF TOURISM AND TRAVEL
MANAGEMENT (MTTM)**

Term-End Examination

December, 2024

MTTM-13 : TOURISM OPERATIONS

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any **five** questions. All questions carry equal marks.

1. Discuss the role and contribution of Travel Agency and Tour Operator in India. 20
2. Elaborate the modern functions of a Tourism Operator. 20
3. Write notes on the following : 10×2=20
 - (a) E-tour planning
 - (b) Pre-tour management
4. Describe the integration and linkage in tour operation business. 20
5. Illustrate various CRS systems used in travel agencies. 20

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6. Draw an organisational structure (chart) of a tour operation company and state various departments with functions. 20
7. Write notes on the following : 10×2=20
 - (a) Outbound tour operator
 - (b) Quality management
8. Write a note on types of ownership in tour operation and types of tour package. 20
9. Elaborate the use and importance of IT in tour operations. 20
10. Write notes on the following : 10×2=20
 - (a) Travel Management
 - (b) Front Office Function

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