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MTTM-13

**MASTER OF TOURISM AND
TRAVEL MANAGEMENT**

(MTTM)

Term-End Examination

December, 2025

MTTM-13 : TOURISM OPERATION

Time : 3 Hours

Maximum Marks : 100

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

1. Define Tourism Operation. Illustrate the contribution and role of tour operation in India. 20
2. Elaborate issues and challenges faced by the Tourism Operators Post COVID-19. 20
3. Write a note on Quality Management and Guest Cycle. 20
4. Describe the main functions of Indian Tour Operations. 20

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5. Discuss the duties and responsibilities of a manager in tour operation. 20
6. Illustrate main functions of front office in a 5 Star Hotel. 20
7. Elaborate various areas where technology can be benefited to the tour operation. 20
8. Write notes on the following : 2×10=20
 - (a) Safety and Security
 - (b) CRS
9. Elaborate various linkages and integration in Hotel Industry. 20
10. Write short notes on any *two* of the following : 2×10=20
 - (a) Food and Beverage Services
 - (b) MNCs in Tourism
 - (c) Distribution Channels

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