

**MASTER OF TOURISM AND
TRAVEL MANAGEMENT (MTTM)
Term-End Examination
June, 2025**

MTTM-13 : TOURISM OPERATIONS

Time : 3 Hours

Maximum Marks : 100

Note : Answer any *five* questions in about
600 words each. All questions carry equal
marks.

1. What is Tourism Operation ? Elaborate various elements in Tourism Operation. 20
2. Elaborate the benefits of tourism development for the host residents and economy. 20
3. Illustrate the procedure for setting up a tour operation company in India. 20

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4. Write a note on Tour Escort and Travel Distribution System. 20
5. Describe the major functions of a travel agency. 20
6. What is Quality Management ? Describe the application and uses of quality management in Tourism operation. 20
7. Illustrate various types of accommodation available in India with the help of suitable examples. 20
8. Write a note on e-Ticketing and Tour package. 20
9. Give the organizational structure of front office and explain major functions of it for a 5-star hotel. 20
10. Write notes on any *two* of the following :
2×10=20
 - (a) Functions of Housekeeping Department
 - (b) Guest cycle
 - (c) Pricing in hotel

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