

TRAVEL AGENCY OPERATIONS & TICKETING

Ch 1	Travel Agency	<ul style="list-style-type: none">-Introduction of Travel Agency-Functions of travel agency-Divisions & departments in the travel agency-Sources of income of the travel agency-Procedure for approval of a travel agency (recognition criteria)-Rules and regulation of IATA-Travel terminology terms & conditions	(15)
Ch2	Tour Operations	<ul style="list-style-type: none">-Retail & wholesale tour operator-Meaning of retail tour operator-Meaning of wholesale tour operator-Role of tour operator-Concept & type of tour operator-Types of retail travel agencies-IT's Inclusive tours-meaning & categories-Charter's-meaning of charter-pilgrimage tour organizer-meaning-combination of air & sea cruises-Travel agents involments-Billing & settlement plant(BSP)	(15)
Ch3	International sale indicators	<ul style="list-style-type: none">-Electronic Miscellaneous document (EMD) & Multiple purpose documents(MPD)-Credit cards- Types of Credit card-Coupons-types of coupons-Electronic Ticket	(10)
Ch4	Types of Journey	<ul style="list-style-type: none">-One way journey-Return trip journey-circle trip journey-round trip journey-round the world journey-stopover-meaning	(5)
Ch5	Types of Fares	<ul style="list-style-type: none">-meaning of special fares-meaning of discounted fares	(5)

TRAVEL AGENCY OPERATIONS & TICKETING (Practical) (100 mks)

Unit I

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| 1. I.A.T.A 3 LETTER Airport Codes. | 10 |
| 2. Country/ Currency Codes/ IATA fare formula | 10 |
| 3. Two character Airline Code | 5 |

Journal	5
Grooming	5
Attendance	5

UNIT 2

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| 1. Filling of a Ticket | 10 |
| a. Infant b. Adult c. Taxes d. MCO | |
| 2. Time difference | 10 |
| 3. Setting up a travel agency – formalities, permissions, requirements, layout | 5 |

Journal	5
Grooming	5
Attendance	5

UNIT 3

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| Project | |
| 1. Planning of Itinerary | 10 |
| 2. Tourist information on attraction (India/World) | 10 |