

MODEL QUESTION PAPER
XI VOC. (TOURISM AND TRAVEL TECHNIQUES)
TRAVEL AGENCY OPERATIONS & TICKETING

Time: 2 hrs.

Max marks : 50

INSTRUCTIONS:

- (i) Answer each question on a fresh page.
- (ii) Write the number of each question and sub-question clearly.
- (iii) All questions are compulsory.
- (iv) Figures to the right indicate full marks.
- (v) The question paper consists of 05 questions
- (vi) Answer question no. 1 of each unit in 01 or 02 words
- (vii) Answer question no. 02 of each unit in 25-30 words.
- (viii) Answer question no. 03 of each unit in 40-50 words
- (ix) Answer question no. 04 of each unit in 80-100 words.

UNIT – I

- 1.1 The first travel agency to introduce the package tours to Paris. (1)
- 1.2 How does the Travel Agency derive income in the form of commission? (2)
- 1.3 Explain the independent and Escorted inclusive tour? (3)
- 1.4 Mention and explain 5 types of credit cards. (4)

UNIT – II

- 1.1 What is the role of a tour operator? (1)
- 1.2 List any 2 characteristics of Inclusive Tours. (2)
- 1.3 What is the work of the Travel department in the Travel agency? (3)
- 1.4 Mention and explain any 5 elements of inclusive tours? (4)

UNIT – III

- 1.1 The coupons used for the accounts department and attached to the sale report. (1)
- 1.2 Mr. & Mrs. Khan are travelling with their 2 children on a U.S. Tour, what will be the discounted fares and condition applicable to them. Their children aged (i) 5 months (ii) 10 years. (2)
- 1.3 List any 3 requirements needed for an IATA approval. (3)
- 1.4 Explain any 4 types of retail travel agencies. (4)

OR

What are the factors that determine the geographical distribution of international conference & conventions?

UNIT – IV

- 1.1 Who is a retailer in Travel Agency? (1)
- 1.2 What are the disqualification of IATA approvals. (2)
- 1.3 Mention & explain any 3 type of coupons. (3)
- 1.4 Explain any 4 functions of a travel agency. (4)

OR

Write a short note on “Commission”

Unit – V

- 1.1 What is stopover? (1)
- 1.2 What is electronic miscellaneous documents? (2)
- 1.3 List any 3 categories of special fares (3)
- 1.4 Identify the following routings and say whether they are OW, RT, CT, OOJ, TOJ, RTW. (4)
 - (i) Sydney – Hongkong – Perth
 - (ii) Beijing – Tokyo – Surface – Oaska – Beijing
 - (iii) Zurich – Geneva – Madrid – Zurich
 - (iv) Mumbai – Tokyo – New York – London – Mumbai

MODEL QUESTION PAPER

XI VOC. (TOURISM AND TRAVEL TECHNIQUES)

INTRODUCTION TO TOURISM

TIME: 2HRS

MAX MKS: 50

INSTRUCTIONS : (i) Answer each question on a fresh page
(ii) Write the number of questions clearly
(iii) All questions are compulsory
(iv) Figures to the right indicate full marks
(v) The question paper consist of 05 questions
(vi) Answer question no. 1 of each unit in 01 or 02 words
(vii) Answer question no. 2 of each unit in 25 - 30 words
(viii) Answer question no. 3 of each unit in 40 - 50 words
(ix) Answer question no. 4 of each unit in 80 - 100 words

- 1.1 A person travelling for less than 24 hrs **01**
- 1.2 Define the term tourist according to the League of Nations **02**
- 1.3 Differentiate between domestic and international tourist **03**
- 1.4 Explain the features of a tourist product **04**
- 2.1 A person who brings his needs and wants **01**
- 2.2 State any 4 social qualities a successful salesperson should possess **02**
- 2.3 Explain with suitable examples the different type of images which can create a first impression on the customer. **03**
- 2.4 State and explain the different sources a travel agent consults to collect information of travel products to enable him to sell the product effectively. **04**
- 3.1 A room with common side walls but no connecting door **01**
- 3.2 Explain how hotels are classified on the basis of the different type of plans **02**
- 3.3 Explain the functions of any three departments of a five star hotel **03**
- 3.4 State the services offered by the Taj group of hotels to the tourist **04**
- 4.1 A strong desire which motivates a person to act in a certain manner **01**

- 4.2** State two ways by which a travel agent should handle objections made by the customer
02
- 4.3** If a customer has requested for information on a holiday package. How will you handle the written inquiry in a professional manner
03
- 4.4** Explain the qualities a destination should possess **04**
- 5.1** A hotel staff who provides special services to guest **01**
- 5.2** Differentiate between commercial hotels and resorts **02**
- 5.3** explain any three types of supplementary accommodation units **03**
- 5.4** Explain any 4 advantages of hotel groups **04**
