

E 2957

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Reg. No.....

Name.....

B.Com. DEGREE (C.B.C.S.S.) EXAMINATION, APRIL 2022

Fifth Semester

TRAVEL AND TOURISM INFRASTRUCTURE

(Common For Optional Stream Travel and Tourism Model I and Model II B.Com.
and UGC sponsored B.Com Travel and Tourism)

(2013 – 2016 Admissions)

Time : Three Hours

Maximum Marks : 80

Answers may be written either in English or in Malayalam.

Part A

Answer all questions.

Each question carries 1 mark.

1. Define service culture.
2. What is meant by travel motivation?
3. Define the term tourist.
4. Write a short note on NTO.
5. List the types of resort hotels.
6. Write a short note on group inclusive tour.
7. Expand ASTA.
8. Who is a transit visitor?
9. What is tourist lodge?
10. Write a short note on CT.

(10 × 1 = 10)

Part B

Answer any eight questions.

Each question carries 2 marks.

11. What do you understand by 'Grand Tour'?
12. What are the types of tourism?
13. Write a note on online travel agency.
14. Distinguish between Travel agents and Tour operators.

Turn over

15. List down the duties of a tour operators.
16. What documents you need to travel to abroad?
17. What is passport? How many types of passports are there in India?
18. Explain the meaning of RT ticket.
19. What is bill of lading?
20. Notify the functions of IATA.
21. What does the reservation department do in a hotel?

(8 × 2 = 16)

Part C

*Answer any six questions.
Each question carries 4 marks.*

22. What is a commercial Hotel? What is the difference between the Hotel and Motel?
23. Give a short account on classification of travel agency.
24. What are the sources of income of the travel agency?
25. Explain the functions of tourism Promotion Councils in Kerala.
26. What is tourist marketing mix? Explain.
27. Narrate the departure and arrival formalities in airport.
28. What is cargo service? How will you ensure the security of cargo?
29. Describe the positive effect of tourism on the economy.
30. What is tourism motivation? Explain the different forms of tourism.

(6 × 4 = 24)

Part D

*Answer any two questions.
Each question carries 15 marks.*

31. Explain the functions of modern travel agency.
32. Define the concept of budget hotel. What are the types of Hotel accommodation?
33. Explain the role of Government in promoting and developing tourism of India.
34. What is E-tourism? Describe the importance of information technology in Air ticketing and Hotel accommodation.

(2 × 15 = 30)