



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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END SEMESTER EXAMINATION – MAY 2025

BUSINESS ADMINISTRATION - II SEMESTER BBA

AVIATION MANAGEMENT

24TTM2X– TRAVEL AND MANAGEMENT

Time: 1 Hours 30 Minute

Max. Marks: 40

Instruction: *Answer should be written completely in English*

SECTION – A

1. Answer any **FIVE** questions. Each question carries **TWO** marks.

(5X 2=10)

- What is meant by a tourism product?
- Define travel and tourism.
- What is fare construction?
- What is an e-ticket?
- What are special passenger services?
- What does IATA stand for?

SECTION -B

Answer any **TWO** questions. Each question carries **FIVE** marks.

(2X 5=10)

- Describe the common fare rules and restrictions passengers must follow.
- Write a short note on the role and advantages of Global Distribution Systems.
- Write a note on the importance of handling complaints and inquiries effectively.

SECTION – C

Answer any **TWO** questions. Each question carries **TEN** marks.

(2X10=20)

- Analyse how tourism contributes to economic growth and employment generation.
- Evaluate the importance of IATA and ICAO codes in international air travel and logistics.
- Evaluate how efficient ticketing and rebooking processes enhance customer satisfaction.

