



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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END SEMESTER EXAMINATION –NOV/DEC 2025

COMMERCE – III SEMESTER BCOM TTM

25BCO35B: TRAVEL AGENCY AND TOUR OPERATIONS

Time: 3 Hours

Max. Marks: 80

Instruction: Answer should be written completely in English.

SECTION-A

1. Answer any **SEVEN** questions. Each question carries **TWO** marks. (7X2=14)
- Give two examples of OTAs.
 - Explain the difference between a travel agent and a tour operator.
 - List any two major functions of a travel agency.
 - Differentiate between the operations of inbound and outbound tour operators.
 - State two types of Passports issued in India.
 - Explain the meaning of travel insurance.
 - List any two types of package tours.
 - Identify any two pricing strategies used in tour operations.
 - State two benefits of obtaining Ministry of Tourism recognition.
 - Give two examples of Physical infrastructure needed for a travel agency.

SECTION-B

Answer any **THREE** questions. Each question carries **EIGHT** marks. (3X8=24)

- Describe the major types of tour operators and their functions.
- List the main function of a travel agency.
- Explain the procedure for obtaining Tourist Visa for India using example.
- Explain are the benefits of online booking in tourism for tour operators.
- Elaborate the human resources requirement and training need in establishing a travel agency.

SECTION-C

Answer any **THREE** questions. Each question carries **FOURTEEN** marks. (3X14=42)

- Illustrate the organizational and operational differences between travel agencies and tour operators using examples.
- List and explain the essential procedure for starting a travel agency in India, as per Ministry of Tourism guidelines.
- Explain in details the different types of passports and their eligibility criteria.
- Explain the valuable tips for preparing a good itinerary.
- Discuss in detail the various sources of income for travel agencies and tour operators.
Explain the types of incentives and benefits offered to travel agents by service providers and the Ministry of Tourism, Government of India.

