

Roll. No. \_\_\_\_\_

**MHM-11(Master of Hotel Management)**

**Second Semester, Examination 2012)**

**MHM-203**

**FOOD & BEVERAGE OPERATIONS AND CONTROL**

**Time:-3 Hours**

**Maximum Marks:-30**

**Note:-The paper is divided into three sections A, B and C. Notes for each section are given in the section itself.**

**SECTION –A**

**(LONG ANSWER TYPE QUESTIONS)**

**Answer any two questions. Each Question carries 7.5 Marks.      2x 7.5=15**

1. Discuss in detail about the procedure of setting up of Travel Agency? What are the benefits travel agents will be getting after approval & recognition from IATA?
2. Differentiate between travel agent & tour operator? Elucidate your answer with the help of suitable example.
3. What are the different Tourism models? Differentiate between Push and Pull factors in Tourism.
4. What are the various important functions & services performed by the travel agencies? Also write in detail about the Insurance services provided by the travel agents.

## **SECTION –B**

### **(LONG ANSWER TYPE QUESTIONS)**

**Answer any four questions. Each Question carries 2.5 Marks. 4x 2.5=10**

1. Discuss about the various travel motivation?
2. Write a note on the components of a tour package?
3. Discuss in brief on the factors affecting the tour pricing?
4. Write a note on the different travel agency practices & trends in the present time.
5. Write a note on the different types of intermediaries in travel business.
6. What do you understand by the ancillary tourism services?
7. Discuss the role of IATO in promotion of tourism?
8. Write a note on the documentation required for the approval of travel agency.

## **SECTION –C**

### **(OBJECTIVE TYPE QUESTIONS)**

**Answer all questions. Each Question carries 0.5 Marks. 10x 2.5=25**

1. **FIT stands for**
  - (a) First Individual Traveller
  - (b) First Individual Tourist
  - (c) Free Individual Traveller
  - (d) Free Individual Tourist
2. **CRS stands for**
  - (a) Computerized reservation system
  - (b) Computerized request system
  - (c) Computer request system
  - (d) Computer request system
3. **TAAI Stands for**
  - (a) Tour Agent Association of India
  - (b) Travel Agent Association of India

- (c) Tour Agent Accreditation of India
- (d) Travel Agent Accreditation of India

**4. IATA stands for**

- (a) International Air Transport Association
- (b) Indian Air Transport Association
- (c) Indian Air Tourist Association
- (d) International Air Tourist Association

**5. IATO Stands for**

- (a) Indian Accreditation of Travel Operators
- (b) Indian Association of Tour Operators
- (c) Indian Accreditation of Tour Operators
- (d) International Accreditation of Travel Operators

- 6.** In 1845, Thomas Cook conducted the first large scale tour inside England by adding some entertainment activities in the tour package.

**(True/False)**

- 7.** The main source of revenue for the retail travel agency is the commission received from the vendors.

**(True/False)**

- 8.** Tourist itinerary is used to identify the origin, destination and all the stopping points in a travelers tours

**(True/False)**

- 9.** A tour package is a combination of various tourism services/goods like transport, accommodation and other facilities at and en route destinations

**(True/False)**

- 10.** Travel insurance protects the traveler (s) against the personal as well as baggage losses resulting from a wide range of travel related happenings or problems

**(True/False)**