

**B.A (VOCATIONAL STUDIES)
TOURISM MANAGEMENT**

CHOICE BASED CREDIT SYSTEM

BAVTM

**Assignments Booklet
(For the Learners enrolled in July 2025- January 2026 Sessions)**

**BTMC-131,132, 133,134,135,136,137,138 AND BTME 141, 143, 144, BTMG-
171, 172, BTMS 185**



**School of Tourism and Hospitality Services Management
Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110 068**

Dear Learner,

Please read the section on assignments in the Programme Guide/ Prospectus. A weightage of 30 percent, as you are aware, has been earmarked for continuous evaluation, **which would consist of one tutor-marked assignment** for this course. The assignment is in this booklet, and it consists of three parts, Part A, B and C. The total marks of all the parts are 100.

Instructions for Formatting Your Assignments

Before attempting the assignment please read the following instructions carefully:

- 1) On top of the first page of your answer sheet, please write the details exactly in the following format:

Roll No.
NAME:
ADDRESS:.....
.....
.....

COURSE CODE:
COURSE TITLE:
ASSIGNMENT NO.:
STUDY CENTRE:..... Date:

PLEASE FOLLOW THE ABOVE FORMAT STRICTLY TO FACILITATE EVALUATION AND TO AVOID DELAY.

- 2) Use only foolscap size writing paper (but not of very thin variety) for writing your answers.
- 3) Leave 4 cm margin on the left, top and bottom of your answer sheet.
- 4) Your answers should be precise.
- 5) Solve Part A, Part B and Part C of this assignment, and **submit the complete assignment answer sheets within the due date.**
- 6) The assignment answer sheets are to be submitted to your Study Centre within the due date. **Answer sheets received after the due date shall not be accepted. We strongly suggest that you retain a copy of your answer sheets.**
- 7) Before you attempt the assignments, please read the instructions carefully provided in the Common Prospectus. It is important that you write the answers to all the TMA questions in your own words. Your answers should be within the approximate range of the word-limit set for a particular section. Remember, writing answers to assignment questions will improve your writing skills and prepare you for the term-end examination.
- 8) Submission of the completed assignments:

Session	Last date of submission	Place of submission
For June Term End Examination 2026	30 th April 2026	Coordinator of the student's Study center
For December Term End Examination 2026	30 th October 2026	

9) You must obtain a receipt from the Study Centre for the assignments submitted and retain it. Keep a photocopy of the assignments with you.

The study Centre will return the assignments to you after they are evaluated. Please insist on this. The Study Centre has to send the marks to the Student Evaluation Division at IGNOU, New Delhi.

10) You cannot fill the examination form for this course until you have submitted this assignment.

We wish you good luck.

**Prof. Sonia Sharma
Programme Coordinator-
BAVTM/BAFVTM**

BTME 143: PROCEDURE AND OPERATIONS IN TOURISM BUSINESS

Tutor Marked Assignments

Course Code: BTME 143

Total Marks:100

(2026)

Section A

Answer the following questions in about 500 words each.

1. Differentiate between a Passport and Visa. Discuss types of passports and their relevance in international travel. 20
2. Differentiate between a Travel Agent and a Tour Operator. Explain the application of management principles in travel agencies. 20

Section B

Answer the following questions in about 250 words each.

3. Explain the concept of travel alliances in the tourism industry. 10
4. Discuss major international tourism agreements. 10
5. Explain customer service management in tourist transport. 10

Section C

Answer the following in about 100 words each.

6. What is travel insurance and why is it essential? 6
7. Outline the impact of information technology on reservation systems. 6
8. Write a note on travel advisories. 6
9. What are the important dispute resolution mechanisms used in international tourism? 6
10. What are the tools and techniques used in public relations? 6