

ASSIGNMENT

BACHELOR OF TOURISM AND TRAVEL MANAGEMENT BFTTM/BFTTMOL

BTSC-105: TRAVEL AGENCY & TOUR OPERATION BUSINESS

Due date of submission.

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|-----------|----------------------|-------------------------------------|
| 1. | For June TEE. | 30th April |
| 2. | For December | TEE. 31st October |

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
SCHOOL OF TOURISM AND HOSPITALITY SERVICES MANAGEMENT**

BTSC 105: TRAVEL AGENCY & TOUR OPERATION BUSINESS
(TUTOR MARKED ASSIGNMENT)

Course Code: BTSC-105

Programme: BFTTM/BFTTMOL

Total Mark: 100

Assignment Code: BTSC-105/2026

Note: This TMA consists of **ten questions**, out of which you have to **attempt any five**. The question carries **20 marks each** and should be answered in about **500 words**.

Send your TMA to the Coordinator of your Learner Support Centre.

1. Explain the importance of travel documents in international travel. Discuss the different types of passports and visas and their significance for travellers. 20
2. Explain how travel agents and tour operators facilitate tourists. 20
3. Explain the role of Information and Communication Technology (ICT) in travel and tourism. Discuss how ICT has transformed the distribution, marketing, booking and sale of travel and tourism products and services. 20
4. Explain the different business operation models of travel agencies. Discuss their major characteristics, advantages and limitations. 20
5. Explain the two traditional approaches to international airline fare construction—the Mileage System and the Routing System. 20
6. Describe the procedures for ticket re-issuance, cancellation, and refund in airline ticketing. 20
7. Discuss the major partners involved in tour operation business. 20
8. Discuss the functions and responsibilities of a tour escort before, during and after a tour. Explain how effective coordination, communication and continuous monitoring contribute to the successful operation of a multi-destination tour. 20
9. What is the International Air Transport Association (IATA)? Discuss the major roles and contributions of IATA to international air transport and the travel industry. 20
10. Write notes on the following in about 250 words each: (5x4= 20)
 - a) List five major benefits that automated distribution systems bring to travel operator
 - b) Importance of product differentiation for a tour operator
 - c) Differentiate between city codes and airport codes.
 - d) Significance of NUC (Neutral Unit of Construction) in international fare construction.