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MTTM-013

**MASTER OF TOURISM AND
TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2026

MTTM-013 : TOURISM OPERATIONS

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any *five* questions in about
600 words each. All questions carry equal
marks.

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1. Define Tour Operations. Discuss the various elements involved in tour operations and their linkages. 20
 2. “Concerns of the Host community must be borne in mind both at planning and implementation stage of tourism development.” Comment on the statement

and address the various areas of concern with suitable examples. 20

3. Discuss the activities undertaken for managing the in-bound tour operations. 20
4. What do you understand by Distribution Channel ? What is the role of distribution chains and channels in the selling of Tourism products ? 20
5. Write short notes on the following in about 150 words each : 4×5=20
 - (i) Menu planning
 - (ii) Resorts
 - (iii) Travel circuit
 - (iv) Tour Escort
6. What are the responsibilities of a Manager in a Travel Agency ? How does technology aid in the dispersal of these duties ? 20
7. Define Hotel. Explain the star categorisation of hotels with the help of examples. 20

8. Discuss the organisation of Housekeeping department in Hotels. Also explain the main functions of Housekeeping Department. 20
9. What are the different types of accommodation available in the unorganized accommodation sector ? What are the primary features of accommodation of this sector ? 20
10. Write short notes on any *two* of the following in about **300** words each : 2×10=20
- (a) Business Correspondence in Tour Operations.
 - (b) Computerisation in Food and Beverage Services
 - (c) Departmentalisation of a Travel Agency.

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