

M.E.S Vasant Joshi College of Arts And Commerce, Zuarinagar-Goa
BA Semester I End (Regular/Repeat) Examination, October/November) 2024

Subject: Tourism and Travel

Paper: Airlines Ticketing and Information in Tourism (BTT 131)

Duration: 02 Hours

Total Marks: 60

Instructions:

- 1. All questions are compulsory, however internal choice is available.**
- 2. Internal choice is available in Questions 2,3,4 And 5**
- 3. Figures to right indication maximum marks.**

Q1. Answer all of the following questions in 50-70 words (6x2 Marks) =12 marks

- i) Define the concept of Domestic Tourism.
- ii) Explain Outbound Tourism
- iii) Highlight the various facilities that are available at the airport
- iv) List and explain any two A's of Tourism
- v) List the information required to book an airline ticket
- vi) Boarding pass

Q2. Answer any 6 out of 8 questions in 50-70 words (6x2 Marks) =12 marks

- i) Baggage claim area
- ii) Elaborate on the concept of IATA codes
- iii) Explain Ground Handling
- iv) Explain the check-in-process at the airport
- v) Explain Travel Insurance
- vi) Explain the role of Government Organisation in Tourism Industry
- vii) Difference between refundable and non-refundable airline ticket
- viii) Explain Lounge area in airport

Q3. Answer all of the following questions in 50-70 words

(6x2 Marks) =12 marks

- i).Differentiate between First class and Business class air travel
- ii) List the activities undertaken by IATA (International Air Transport Association)
- iii) Explain the importance of Airlines in tourism
- iv) Explain Air Traffic Control (ATR)
- v) Explain Pet Transport Policy
- vi) Highlight the issues faced at the airports

Q4. Answer any 6 out of 8 questions in 50-70 words

(6x2 Marks) =12 marks

- i) Explain why there is a Need for Tourism Organisation
- ii) Explain the reasons for Travel Delay
- iii) Reservation Policy towards Children
- iv) Explain the advantages of travelling by an airplane
- v) Elaborate on Handling customer complaints
- vi) Elaborate on the concept of Baggage claim
- vii) Types of Visa
- viii) Explain Refund Policy in airlines

Q5. Answer any 3 out of 4 questions in 100 words

(3x4 Marks) =12 marks

- i) Explain the role of IATA in Airline Industry
- ii) Explain in detail Air Travel Classes
- iii) Differentiate between International and Domestic airlines
- iv) Explain what are IATA codes and Write 3 letter IATA Codes for any four Airports in India.