

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 Inbound Tourism.
- ii) Explain the concept of accessibility in tourism
- iii) Highlight the various facilities that are available at the airport
- iv) Explain Safety and Security in airport
- v) Explain MICE Tourism
- vi) Role of Organisations in Tourism Industry

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

- i) Elaborate on the concept of International Airlines
- ii) Explain Special Events Fare in airlines
- iii) Explain the Aims and Objectives of IATA
- iv) Explain Luggage limit in domestic and International Airlines
- v) Highlight the role of airport security personnel
- vi) Highlight the main causes of customer complain in the airlines.
- vii) Explain Passenger Name Record (PNR)
- viii) List any four types of Airline tickets

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

(6x2 Marks) =12 marks

- i). Differentiate between Economy class and Business class air travel
- ii) List the activities undertaken by WTO (World Tourism Organisation)
- iii) Explain the importance of Customs and Immigration at the Airport
- iv) Highlight on importance of Air Traffic Control (ATR)
- v) Explain Refund Policy
- vi) Highlight the advantages of booking airline tickets in advance

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

(6x2 Marks) =12 marks

- i) Tourism Organisations and its significance
- ii) Explain Airline Reservation System
- iii) Explain how changes in technological impact the airlines
- iv) Explain the disadvantages of travelling by an airplane
- v) List the details mentioned on a boarding pass
- vi) Elaborate on the concept of Screening
- vii) Explain Baggage tracking
- viii) List the various Travel Documents required during a journey

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

(3x4 Marks) =12 marks

- i) Highlight the major problems faced by passengers at the airport
- ii) List the Safety and Security measures taken at the airport to ensure the safety of the passengers
- iii) Differentiate between Domestic airlines and International airlines
- iv) Write 3 letter IATA Codes for the following Airports in India.
 - a. Indira Gandhi International Airport, Delhi
 - b. Dabolim Airport, Goa
 - c. Rajiv Gandhi International Airport, Hyderabad
 - d. Trivandrum International Airport, Kerala
 - e. Jaipur International Airport, Jaipur
 - f. Kempegowda International Airport, Bengaluru