

DIP-A-2016 DTTOM-11

**DIPLOMA EXAMINATION —
JULY 2024.**

Tour Operations Management

TOUR OPERATIONS AND MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

Answer any **THREE** questions out of Five questions in
100 words.

All questions carry equal marks.

1. State the definition of tour operator.
2. List out a few types of tour guides in India.
3. Briefly explain the Chicago convention.
4. What do you know about itinerary review?
5. Who is a tour manager?

PART B — ($3 \times 7 = 21$ marks)

Answer any THREE questions out of Five questions in
200 words.

All questions carry equal marks.

6. Give a detailed account on the significance of tour operators.
7. Describe the concept of guiding.
8. Elaborate on the Bilateral agreement.
9. Explain the importance of a tour guide.
10. Elucidate on the tour operations.

PART C — ($4 \times 10 = 40$ marks)

Answer any FOUR questions out of Seven questions in
500 words.

All questions carry equal marks.

11. Give the scope of Tour Operators.
12. Give a detailed account of the types of guides
13. What is the scope of IATO?
14. Describe the purpose and functions of Tour guide.

15. Give a detailed account of the role of a Travel and tour Operator.
 16. Explain the concept of Travel Consultancy.
 17. Describe the International relations and Communication Skills.
-

DIPLOMA EXAMINATION – JULY 2024.

Tourism and Tour Operations Management

TRANSPORT SYSTEM AND TOURISM

Time : 3 hours

Maximum marks : 70

SECTION A — ($3 \times 3 = 9$ marks)

Answer any **THREE** questions in 100 words.

1. What is Transport System?
2. Who is a Tourist?
3. What is travel and Tourism?
4. Who introduced travel and tourism?
5. What are the types of Road transport systems?

SECTION B — ($3 \times 7 = 21$ marks)

Answer any **THREE** questions in 200 words.

6. What are the different types of Transportation?
7. Give the importance of Transport.

8. What is the role of transportation in Tourism in India.
9. Explain the significance of Road Transport.
10. What are the disadvantages of Road Transport?

SECTION C — (4 × 10 = 40 marks)

Answer any FOUR questions in 500 words.

11. Describe the Components of Tourism.
12. Explain the need of the Railways systems in India to Tourism.
13. What is the scope of water Transport?
14. Explain Air travel Tourism in India.
15. What is the role of Transport in the Tourism sector?
16. What are the different Concepts of Transport in Tourism?
17. Give the advantages of Tourist Transportation.

DIPLOMA EXAMINATION — JULY 2024.

Tourism and Tour Operations Management

FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

Answer any **THREE** questions in 100 words.

1. What is front office Management?
2. What are the basics of a front office?
3. What are the four functions of the front office?
4. Name the classifications of Hotels.
5. Explain the functions of the House keeping department.

PART B — ($3 \times 7 = 21$ marks)

Answer any THREE questions in 200 words.

6. Explain the front office functions.
7. Describe the Reception department.
8. What is the main responsibility of the front office?
9. What are the duties of the Front office?
10. What is the Role of the HR?

PART C — ($4 \times 10 = 40$ marks)

Answer any FOUR questions in 500 words.

11. What are the eleven functions of the front office department?
12. What are the types of Hotels?
13. What is main note according to the front office department?
14. Explain processing advance reservations?
15. Explain the checking out of guests.
16. Explain the role of a Telephone operator?
17. Describe the duties of a Receptionist.

DIP-A-2019	DTTOM-14
-------------------	-----------------

**DIPLOMA EXAMINATION —
JULY 2024.**

**Tourism and Tour Operations Management
HOTEL MANAGEMENT AND CATERING**

Time : 3 hours

Maximum marks : 70

PART A — ($3 \times 3 = 9$ marks)

Answer any **THREE** questions in 100 words.

1. What is a Hotel?
2. What is Catering?
3. Explain the classifications of Hotels.
4. What are Heritage Hotels?
5. State the importance of the Location of a Hotel?

PART B — ($3 \times 7 = 21$ marks)

Answer any THREE questions in 200 words.

6. What is Hotel Management?
7. What is Beverage Production?
8. Explain cooking activities.
9. Describe the Administrative methods of Hotels.
10. Explain the Hygiene food safety.

PART C — ($4 \times 10 = 40$ marks)

Answer any FOUR questions in 500 words.

11. Explain the types of Hotels.
12. Describe the Attendants' duties in Hotels.
13. What are the basic Components of Catering?
14. What are the duties of the BM in Hotels Management?
15. Explain the responsibilities of caterings in Hotels.
16. Describe the duties of Managing directors in Hotels.
17. Explain the responsibilities in Hotel Management.