



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

M.Sc. INTERNATIONAL HOSPITALITY AND TOURISM MANAGEMENT

Type: Semester End Assessment (SEA)

Date: 30/05/2025

Batch and Semester: 2024-26 & II

Total Marks: 40

Time Duration: 2 Hours

Course Name: Travel Agency & Tour Operation Management

Course Code: IHT-524

Instructor: Frazer Rodrigues

This paper contains 01 page in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.



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Answer All Questions

- Q.1.) Starting a travel agency in India involves fulfilling specific legal requirements and procedures to ensure legitimacy, credibility, and compliance with government regulations. What are the Legal requirement /Procedure to become a Travel Agency in India? **(10 Marks)**
- Q.2.) Sustainable initiatives promote tourism and will help your tour operator business grow. How can tour operators contribute to sustainable tourism and regenerative Tourism? **(10 Marks)**
- Q.3.) Travel agents and tour operators play a major role in boosting tourism growth across the globe. Differentiate between Travel Agent and Tour Operators. **(10 Marks)**
- Q.4.) With the advent of technology, shifting consumer preferences, and global events like the COVID-19 pandemic, the travel and tourism industry has witnessed significant changes in recent years. Analyze the changing patterns in travel and tourism by citing suitable real-life examples. How should a modern travel agency adapt its services to meet these evolving trends? **(10 Marks)**