

Roll No. _____

**Model Paper “Online Booking Solution” Second Year
Diploma in Tourism and Airport Operations (02 Year Course)
For Annual Examination 2023 & Onwards
Objective**

Marks: 10

Time: 15 Minutes

Note: This part is compulsory. It should be attempted on the paper & returned to the staff after the prescribed time. Use of ink remover, Lead Pencil, cutting or over writing is not allowed.

Q1. Choose & encircle the correct answer.

(10 x1) = 10

1. What type of passport is issued to individuals of a country, who are not citizens of that country?
 - a) Emergency Passport
 - b) Alien's Passport
 - c) Diplomatic Passport
 - d) Normal Passport

2. A permit allowing a citizen of one country to enter another country is called?
 - a) Visa
 - b) Passport
 - c) Ticket
 - d) Affidavit

3. What type of visa is issued and received at port of entry?
 - a) Schengen Visa
 - b) Immigrant Visa
 - c) Visa-On-Arrival
 - d) Business Visa

4. Which of the following is not a Schengen country?
 - a) Italy
 - b) Luxembourg
 - c) Andorra
 - d) Ireland

5. What is the distribution of Pacific Ocean to the earth's water area?
- a) 46%
 - b) 29%
 - c) 7%
 - d) 69%
6. What is the Frequent Flyer Program name of Lufthansa?
- a) Sky Miles
 - b) Kris Flyer
 - c) Miles & More
 - d) Victoria
7. What is the SSR code for meal & assist?
- a) MAAS
 - b) CHML
 - c) MOML
 - d) CHML
8. Which of the following is SSR code for window seat request?
- a) VGML
 - b) WCHC
 - c) NSSW
 - d) NSSA
9. What does HK mean in GDS?
- a) Holding Confirmed Seat
 - b) Seat Sold
 - c) Seat Cancelled
 - d) Seat Booked
10. What does RR mean in GDS?
- a) On-Hold
 - b) Sold
 - c) Confirmed
 - d) Reconfirmed

**Model Paper “Online Booking Solution” Second Year
Diploma in Tourism and Airport Operations (02 Year Course)
For Annual Examination 2023 & Onwards
Subjective**

Marks: 40

Time: 2 Hrs.

Section-I

Q 1. Write the short answers to any 12 (twelve) questions. (12x2) =24

- i. What are the job responsibilities of airline reservation officers?
- ii. Define airline call center.
- iii. What are windjammer ships?
- iv. Define TimaticWeb 2.
- v. What are the responsibilities of customs officer?
- vi. What is an official visa?
- vii. What is a diplomatic passport?
- viii. Define taxes.
- ix. What is a vacation plan?
- x. What are long distance trains?
- xi. What are the classes of travel on train?
- xii. What is the history of water transportation?
- xiii. Write down the cruise product benefits.
- xiv. What are the common needs of all travelers?
- xv. What are special service requests (SSR)?
- xvi. How does a travel agent make reservation?
- xvii. What is an official visa?
- xviii. What is a vacation plan?

Section-II

Note: Attempt any two questions

(8 x2) =16

- Q2.** What are the terms & conditions of hotel reservations? Explain briefly.
- Q3.** Write a note on origin of cruising. Also write down types of ferries.
- Q4.** Explain the car rental industry with car rental procedure.