Total N	o. of Qı	uestions: 3]		SEAT No. :			
PB-14	144			[Total No. of Pages : 2			
		[622:	5]-513				
		•	B.B.A.				
DSE-	D (50	06) SM : PERMISS	IONS &	LEGAL ASPECTS IN			
_ ~_	_ (0	•	VICES				
		(2019 Pattern) (CI	BCS) (S	emester - V)			
Time: 2	2½ Hoi	urs]		[Max. Marks: 50			
Instruc	tions to	the candidates:		C C			
1)		questions are compulsory.		60			
2)	Fig	ures to the right indicate fu	ll marks.	13			
<i>Q1</i> ) C	hoose	the correct answer from	the option	on given below. [10]			
i)		operates as a le	gally app	ointed agent, representing the			
	prii	ncipal in certain geographic	e area.				
	a)	Tour operator	b)	Travel agency			
	c)	Tour broker	d)	Ground operator			
ii)		Tour operators provide travel services within the tourist's					
		ive country.		<b>7.1</b> 1			
	a)	Domestic	b)	Inbound			
•••	c)	Outbound	d) .	Ground			
iii)		wholesaler who sells packa					
		Travel Agent		Travel agency			
	c)	Tour operator	d)				
iv		The transport cost can be minimal in a					
	a)	Road Freight Transport					
		Air freight					
	c)	By Sea freight	1	· ·			
4	d)	By any mode depending					
v) Ministry of Tourism is supporting AYUSH as a strategic approach develop							
Ī	a)	Health & Medical Touris	m b)	Religious Tourism			
	c)	Sports Tourism	d)	Cultural Tourism			

	vi)	IRC	TC is concern to				
		a)	Railway	b)	Catering		
		c)	Tourism	d)	Railway, Catering & Tourism		
	vii)	Which of the following is not a service?					
		a)	Insurance	b)	Mail delivery		
		c)	Medical checkup	d)	None of these		
	viii)	Services that occur without interruption, confusion, or hassle to the customer is called					
		a)	Seamless service	b)	Service audit		
		c)	Functional service	d)	Departmental service		
	ix)	Focusing the firms marketing efforts toward the existing customer base					
			alled		,5		
		a)	Excellent customer service	_			
		c)	Customer retention	d)	Courteous retention		
	x)		•		ed theservice package.		
		a)	Augmented	-	Primary		
		c)	Secondary	d)	Perceived		
Q2)	Ans	wer	any Two out of the followin	ıg:	$[2\times 10=20]$		
Q2)	Ans a)		any Two out of the following ine Tour Package. Explain cor				
Q2)		Def		npone	ents of tour Package.		
Q2)	a)	Def:	ine Tour Package. Explain cor	npone of Tr	ents of tour Package. eavel & Tourism.		
Q2)	a) b)	Defi Exp What Disc	ine Tour Package. Explain cor lain the Legal Responsibilities at is service performance? Exp	npone of Tr olain i provi	ents of tour Package. ravel & Tourism. ts types. iders should take while delivering		
Q2)	<ul><li>a)</li><li>b)</li><li>c)</li></ul>	Defi Exp What Disc	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Expense the precautions that service	npone of Tr olain i provi	ents of tour Package. ravel & Tourism. ts types. iders should take while delivering		
	<ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul>	Defi Exp What Disc serv	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Expense the precautions that service	npone of Tr llain in provinction	ents of tour Package. ravel & Tourism. ts types. iders should take while delivering		
	<ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul>	Defi Exp What Disc serv	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Express the precautions that service ices to ensure customer satisfa	npone of Trolain in provinction	ents of tour Package. Eavel & Tourism. Its types. Ideas should take while delivering and minimize risks. $[4 \times 5 = 20]$		
	a) b) c) d)  Ans	Defi Exp What Disc serv wer	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Express the precautions that service ices to ensure customer satisfactors.	npone of Trolain in provinction	ents of tour Package. Eavel & Tourism. Its types. Ideas should take while delivering and minimize risks. $[4 \times 5 = 20]$		
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	<ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul> Ans <ul><li>a)</li><li>b)</li></ul>	Defi Exp What Disc serv wer Defi Fun Leg	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Expenses the precautions that service rices to ensure customer satisfactors any Four out of the following ine Tour operator and explain ctions of tour operator.	npone of Trolain in provinction ng:	ents of tour Package. Eavel & Tourism. Its types. Iders should take while delivering and minimize risks. $[4 \times 5 = 20]$ It ions of tour operator.		
	<ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul> Ans <ul><li>a)</li><li>b)</li><li>c)</li></ul>	Definition Disconnection Disconnection Disconnection Definition De	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Expenses the precautions that service ices to ensure customer satisfactors and Four out of the following ine Tour operator and explain ctions of tour operator.  al Issues Related to Online Train	npone of Trolain in provinction ng:	ents of tour Package. Eavel & Tourism. Its types. Iders should take while delivering and minimize risks. $[4 \times 5 = 20]$ It ions of tour operator.		
	<ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul> Ans <ul><li>a)</li><li>b)</li><li>c)</li><li>d)</li></ul>	Definition Disconnected What Disconnected Wer Definition Leg Service Confidence of the Expension of the Expe	ine Tour Package. Explain corlain the Legal Responsibilities at is service performance? Expenses the precautions that service rices to ensure customer satisfactors and Four out of the following ine Tour operator and explain ctions of tour operator.  al Issues Related to Online Travice industry.	npone of Trolain in provinction ng:	ents of tour Package. Eavel & Tourism. Its types. Iders should take while delivering and minimize risks. $[4 \times 5 = 20]$ It ions of tour operator.		
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