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SEAT No. :

PC-1138

[Total No. of Pages : 2

[6316]-313

T.Y. B.B.A.

**DSE D (506) SM: Permission & Legal Aspects in Services  
(2019 Pattern) (Semester - V) (CBCS)**

*Time : 2½ Hours]*

*[Max. Marks :50*

*Instructions to the candidates:*

- 1) *All Questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

**Q1) A Choose the correct answer from the option given below. [10]**

1. \_\_\_\_\_ is type of travel agent that deals with all kinds of services.
  - a) Full service agency
  - b) Travel agent
  - c) Tour operator
  - d) Ground operator
2. WTTC means \_\_\_\_\_
  - a) World Travel and Travel Council
  - b) World Travel and Trade Council
  - c) World Tourism and Travel Council.
  - d) World Travel and Tourism Council
3. Which of the following is not a activity of Travel Agency.
  - a) ticketing
  - b) documentation
  - c) Insurance
  - d) planning
4. \_\_\_\_\_ refers to the laws that directly impact the travel industry
  - a) Contract law
  - b) Employment law
  - c) Travel Law
  - d) Company Act
5. The main feature of travel agency business is \_\_\_\_\_
  - a) Image Builder
  - b) Rapid service Provider
  - c) A social & Continuous process
  - d) all of the above
6. The major responsibility of a hospitality manager is \_\_\_\_\_
  - a) To ensure that travelers have a pleasant experience.
  - b) To ensure that travelers have good accommodation.
  - c) To ensure that travelers have comfortable food.
  - d) To ensure that travelers leave the hotel within time.

**P.T.O.**

