

[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.

Q2) Answer any Two out of the following: [2 × 10 = 20]

- a) Define Services. Explain in detail the nature of services.
- b) Define Tour Package. Explain components of tour Package.
- c) Define Travel Agency. Explain Types of Travel Agencies.
- d) Define Hospitality. Explain legal issues related with hospitality

Q3) Answer any Four out of the following: [4 × 5 = 20]

- a) Characteristics of Services with example
- b) Travel agents
- c) Overview of service laws
- d) Consumer Protection Act
- e) What is performance of services? Explain levels of service performance.
- f) Precautions while delivering services

