

**B. A. WITH TOURISM & TRAVEL MANAGEMENT**  
**2<sup>nd</sup> SEMESTER**  
**CORE**

**TTM220C: TOURISM & TRAVEL MANAGEMENT: TOURISM OPERATIONS**

**CREDITS: THEORY: 4; TUTORIAL: 2**  
**MAX. MARKS: THEORY: 60; TUTORIAL: 30**  
**MIN. MARKS: THEORY: 24; TUTORIAL: 12**

**COURSE OBJECTIVES:**

*To make the learner understand the tourism industry operations through travel enterprises and modus operandi of tourism businesses. It shall substantiate the students with the basic practical inputs about the various procedures involved in handling the operational aspects of tourism business.*

**THEORY: (4 CREDITS; MAX. MARKS: 60)**

**COURSE CONTENTS:**

**UNIT I**

Travel Agency: Concept and Meaning, Functions and Importance of Travel Agency, Types of Travel Agency, Sources of earnings of a Travel Agency.

**UNIT II**

Tour Operation: Concept and Meaning, Functions and Importance of Tour Operators, Types of Tour Operators, Sources of earnings of a Tour Operator.

**UNIT III**

Tour Packaging: Concept and Meaning of Tour, Tour Package and Itinerary, Classification of Tour Packages, Components of a Tour, Itinerary Preparation.

**UNIT IV**

Travel documentation: Passport, Types of passport, Visa, Types of Visa, Foreign exchange, Customs Regulations, Immigration, Medical formalities, Travel Insurance, Special Permits.

**TUTORIAL (2 CREDITS; M. MARKS: 30)**

✓ Visit of students to any travel agency/tour operation enterprise and interact with the concerned officials to know about their functions. After the completion of the trip the students will prepare a report of the trip and submit it to the concerned teacher.

✓ Conduct of Group Discussion/Seminars/Presentations on any of the topics as mentioned in the theory part of the course. Students will be evaluated on the basis of their participation, documentation and performance in these activities.

**SUGGESTED READINGS:**

1. *Foster, D.L, The Business of Travel Agency Operations and Administration, McGraw Hill, Singapore.*
2. *Gee, Chuck and Y. Makens, Professional Travel Agency Management, Prentice Hall, New York.*
3. *Ministry of Tourism, Govt. of India, Reports and guidelines for travel agency and tour operators.*
4. *Negi, Jagmohan, Travel Agency and Tourism Operations and Concepts and Principles.*
5. *Stevens, Laurence, Guide to Starting and Operating Successful Travel Agency, Delmar Publishers Inc., New York.*