

**Roll No.**

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**Total No. of Pages : 02**

**Total No. of Questions : 09**

**M.Sc.(ATHM) (2016 & Onwards) (Sem.-2)**

## AUTOMATION IN TOURISM, HOSPITALITY AND AIRLINES

**Subject Code : PTA-104**

**M.Code : 19028**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.**

## SECTION-A

1. **Answer the following :**
  - a) One way
  - b) Circle trip
  - c) Time difference
  - d) E-ticket
  - e) Role of BSP in ticketing
  - f) UATP
  - g) Baggage rules
  - h) Special fares
  - i) Amadeus
  - j) Automated ticket

### **SECTION-B**

2. Discuss the components of tickets.
3. Explain the role of CRS in hotels.
4. What are the different types of hotel rooms?
5. What are the important Airlines used by inbound tourist?
6. List down the various airports of world.

### **SECTION-C**

7. What do you understand by Automation? What is information and sources of its generation?
8. Write down the case study on Galileo.
9. Explain the procedure of reservation of hotel room in Fidelio.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**