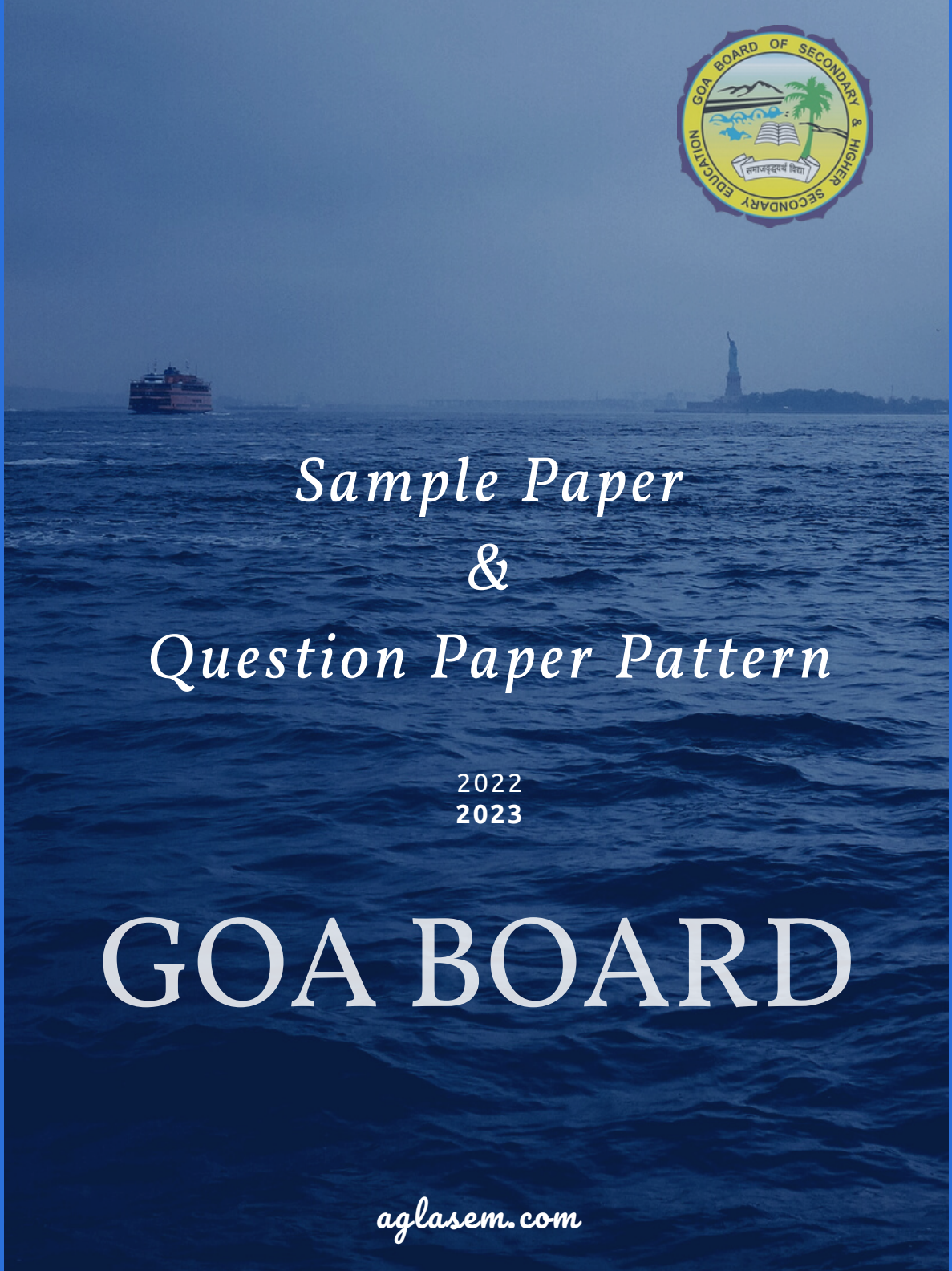


Sample Paper
&
Question Paper Pattern

2022
2023

GOA BOARD

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TRAVEL AGENCY OPERATIONS & TICKETING

THEORY (CLASS XII)

FIRST TERM (20 mks)

Chapter 1 Travel Agency (10 mks)

- Introduction of Travel Agency
- Functions of travel agency
- Divisions & Departments
- Sources of income of the travel agency
- Procedures for approval of a travel agency (Recognition criteria)
- Travel terminology Terms & conditions.

Chapter 2 Tour Operations (10 mks)

- Retail & Wholesale tour operator
- Meaning of retail tour operator
- Role of tour operator
- Concept & type of tour operator
- Types of retail travel agencies
- IT'S Inclusive tours-meaning & categories
- Charter's –meaning of Charter
- Pilgrimage tour organizer-meaning
- Combination of air & sea cruises
- Billing & settlement plan (BSP)

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SECOND TERM (20 mks)

Chapter 3 International Sale Indicators(10 mks)

- Electronic Miscellaneous Document (EMD) & multiple purpose documents (MPD)
- Credit cards-Types of credit card
- Coupons-types of coupon
- Electronic Ticket

Chapter 4 Types of Journey (05 mks)

- One way journey
- Return trip journey
- Circle trip journey
- Round trip journey
- Round the world journey
- Stopover- meaning

Chapter 5 Types of Fares (05 mks)

- Meaning of Special fares
- Meaning of Discounted fares

_____THE END_____

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TRAVEL AGENCY OPERATIONS & TICKETING

PRACTICALS (CLASS XII)

FIRST TERM (50mks)

1. IATA 3 Letter Airport Codes.	10
2. Country/ Currency Codes/ IATA fare formula	10
3. Two character Airline Code	05
4. Project on Planning of Itinerary	10
Journal	05
Grooming	05
Attendance	05

SECOND TERM (50mks)

1. Filling of an airline Ticket a. Infant b. Adult c. Taxes d. MCO	10
2. Time difference	10
3. Setting up a travel agency – formalities, permissions, requirements, layout.	05
4. Project on Tourist information on attractions (India/World)	10
Journal	05
Grooming	05
Attendance	05

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TERM WISE DISTRIBUTION OF PORTION FOR STD XII (BOARD EXAM)

SUBJECT: TRAVEL AGENCY OPERATIONS AND TICKETING (THEORY)

FIRST TERM (20 MARKS)

CHAPTER 1 TRAVEL AGENCY 10 MARKS

CHAPTER 2 TOUR OPERATIONS 10 MARKS

SECOND TERM (20 MARKS)

CHAPTER 3 INTERNATIONAL SALE INDICATOR 10 MARKS

CHAPTER 4 TYPES OF JOURNEY 05 MARKS

CHAPTER 5 TYPES OF FARES 05 MARKS

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DESIGN OF THE QUESTION PAPER AND MARKING SCHEME

FIRST TERM BOARD EXAM

Class: XII Subject: TRAVEL AGENCY OPERATIONS & TICKETING

Duration: 01 Hour **Max Marks:20**

The weightage of the distribution of marks over different dimension of the question paper shall be as follows:

1. Weightage to learning outcomes:

Sr No	Learning Outcome	Marks	Percentage of Marks
1.	Knowledge	06	30%
2.	Understanding	10	50%
3.	Application	04	20%
	Total	20	100%

2. Weightage to Content/Subject Units

Sr No	Units	Marks
1.	CHAPTER 1 : TRAVEL AGENCY	10 MKS
2.	CHAPTER 2 : TOUR OPERATIONS	10 MKS
	TOTAL	20 MKS

3. Weightage to form of Questions:

Sr No	Form of Questions	Marks for each Question	Number of Questions	Total Marks
1.	Multiple Choice Question(MCQ)	01	20	20
	TOTAL	01	20	20

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4. The expected time for different types of Question would be as follows :

Sr No	Form of Questions	Approx.time for each Question in mins	Number of Questions	Approx.time for each form of Question in mins
1.	Multiple Choice Question(MCQ)	03	20	05
		Total	20	60

As the total time is calculated on the basis of number of Questions required to be answered and the length of their anticipated answer,it would therefore advisable for the candidates to budgets their time properly by cutting out he superfluous words and be within the expected time limits.

5.Scheme of option :

6. Weightage to difficulty level of Questions:

Sr No	Estimated difficulty level of Question	Marks	Percentage
1.	Easy	04	40%
2.	Average	10	50%
3.	Difficult	06	10%
	Total	20	100%

A question may vary in difficulty level from individual to individual as such the assessment in respect of each question will be made by paper setter,on the basis of general anticipation from the group as a whole,taking the examination.This provision is only to make the paper balanced in weightage,rather to determine the pattern of marking at any stage.

7. Number of main questions:12

Question No 1-20 contains MCQ type questions of 1 mark each.

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MODEL QUESTION PAPER 2022-2023
SUBJECT: TRAVEL AGENCY OPERATIONS AND TICKETING
FIRST TERM BOARD EXAM

Duration: 1 hr **Marks Alloted: 20**
Total No of Questions: 20

INSTRUCTIONS :(i) All questions are compulsory.
(ii) There are 20 MCQ questions in the paper.
(iii) Figures to the right indicate marks allotted to each question
(iv) Write the number of each question clearly on the answer book.

Choose the correct alternatives from those given below :-

(1) The earliest known travel agency was established in the year. **(1)**

(A) 1558

(B) 1658

(C) 1758

(D) 1858

(2) Prepaid and pre arranged trip is known as _____ **(1)**

(A) Tour operation

(B) Itineary

(C) Tour package

(D) Brochure

(3) Which is the travel agency that introduced the credit cards? **(1)**

(A) Cox & Kings

(B) Thomas Cook

(C) Amexo

(D) Mercury

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(4) Who introduced the Excursion tour? **(1)**

(A) Cox & Kings

(B) Thomas Cook

(C) Rowland

(D) None of above

(5) The tour operator who sells the tour to public. **(1)**

(A) Wholesaler

(B) Retailer

(C) Inbound

(D) Ground

(6) Which is the document that is attached to the passenger's baggage with the name and address. **(1)**

(A) BSP

(B) Baggage tag

(C) Boarding pass

(D) Booking ticket

(7) A wholesaler who sells package tour is known as _____ **(1)**

(A) Travel agent

(B) Travel agency

(C) Tour operator

(D) None of the above

(8) What are the different motives of travel of travel. **(1)**

(A) Recreation

(B) Leisure

(C) Education

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(D) All of the above

(9) A type of tour accompanied by qualified trained & experienced tour guides. **(1)**

(A) Independent

(B) Incentive

(C) Escorted

(D) Hosted

(10) Thomas Cook conducted the first package tour to which of this city.

(A) Germany **(1)**

(B) Paris

(C) London

(D) None of the above

(11) Which of these is a function of Travel Agency? **(1)**

(A) Providing information ch1 u

(B) Sales & Advertising

(C) Transportation

(D) Accommodation

(12) A passenger protects himself from any circumstances while travelling by buying _____ **(1)**

(A) Ticket

(B) Insurance

(C) Credit card

(D) None of the above

(13) Which of these are not the types of retail travel agencies ? **(1)**

(A) Country town

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(B) Business house

(C) Rural town

(D) Sub Urban

(14) A tour designed for local holiday maker. **(1)**

(A) Inbound

(B) Outbound

(C) Domestic

(D) All of above

15) Which statement is true? **(1)**

(A) Ancillary are optional and free of charge

(B) Ancillary can be pre-purchased by travellers

(c) Ancillary make air fare more flexible

(d) Ancillary are only available on low cost airlines

16) Which of the following categories should be considered when planning a travel itinerary for a customer? **(1)**

(A) Interest

(B) Detail

(c) Energy

(d) All of above

(17) Mr Kamet is a travel agent and handles Inbound tour arranges for guides & Excursion. Name the department he works. **(1)**

(A) Sales

(B) Travel

(C) Tour

(D) None of above

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(18) Mr Raj sells the tour offered by the several tour operator. What is his designation in the travel agency? **(1)**

(A) Wholesaler

(B) Travel Agent

(C) Retailer

(D) Tour Operator

(19) An UNICEF organizes conference for trade unions. Name the category of conference. **(1)**

(A) Private

(B) Associate

(C) Corporate

(D) None of above

(20) Mr Yash arranges for a domestic tour and issue ticket.travel document & arranges for accommodation and other services.Name the department. **(1)**

(A) Advertising

(B) Sales

(C) Tour

(D) None of above

_____THE END_____

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DESIGN OF THE QUESTION PAPER AND MARKING SCHEME

SECOND TERM BOARD EXAM

Class: XII Subject: TRAVEL AGENCY OPERATIONS & TICKETING

Duration: 01 Hour **Max Marks:20**

The weightage of the distribution of marks over different dimension of the question paper shall be as follows:

1. Weightage to learning outcomes:

Sr No	Learning Outcome	Marks	Percentage of Marks
1.	Knowledge	06	30%
2.	Understanding	10	50%
3.	Application	04	20%
	Total	20	100%

2. Weightage to Content/Subject Units

Sr No	Units	Marks
1.	CHAPTER 3 : INTERNATIONAL SALE INDICATORS	10 MKS
2.	CHAPTER 4 : TYPES OF JOURNEYS	05 MKS
3.	CHAPTER 5 : TYPES OF FARES	05 MKS

3. Weightage to form of Questions:

Sr No	Form of Questions	Marks for each Question	Number of Questions	Total Marks
1.	Short anwer type (SA -II)	03	02 + 1 choice	06
2.	Short anwer type (SA -I)	02	05	10
3.	Very short answer type (VSA)	01	02	02
4.	One word/Phrase	01	02	02
		Total	12	20

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4. The expected time for different types of Question would be as follows :

Sr No	Form of Questions	Approx.time for each Question in mins	Number of Questions	Approx.time for each form of Question in mins
1.	Short anwer type (SA -II)	20	02 + 1 choice	20
2.	Short anwer type (SA -I)	30	05	30
3.	Very short answer type (VSA)	05	02	05
4.	One word/Phrase	05	02	05
		Total	12	20

As the total time is calculated on the basis of number of Questions required to be answered and the length of their anticipated answer,it would therefore advisable for the candidates to budgets their time properly by cutting out he superfluous words and be within the expected time limits.

5. Scheme of option:
There is 01 overall choice for section C

6. Weightage to difficulty level of Questions:

Sr No	Estimated difficulty level of Question	Marks	Percentage
1.	Easy	04	40%
2.	Average	10	50%
3.	Difficult	06	10%
	Total	20	100%

A question may vary in difficulty level from individual to individual as such the assessment in respect of each question will be made by paper setter, on the basis of general anticipation from the group as a whole, taking the examination. This provision is only to make the paper balanced in weightage,rather to determine the pattern of marking at any stage.

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7. Number of main questions: 12

Question No 01-02 contains 02 one word/phrase type questions of 1 mark each.

Question No 03-04 contains 02 VSA questions of 1 mark each.

Question No 05-09 contains 02 SA-I questions of 2 marks each,

Question No 10-12 contains 03 SA-II questions of 3 marks each, (answer any 2)

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MODEL QUESTION PAPER 2022-2023
SUBJECT: TRAVEL AGENCY OPERATIONS AND TICKETING
SECOND TERM BOARD EXAM

Duration: 1 hr **Marks Alloted: 20**
Total No of Questions: 20

INSTRUCTIONS :(i) All questions are compulsory.
(ii) There are three sections in the question paper(A,B,C).
(iii) In Section A there are four questions of which question no 1 & 2 are to be answered in a word, phrase or figure and Question no 3 & 4 is to be answered in one sentence each.
(iv) In Section B there are 5 Questions to be answered in about 30-40 words.
(v) Answer any two questions from Section C to be answered in 50-60 words.
(vi) Figures to the right indicate marks allotted to each question.
(vii) Write the number of each question clearly on the answer book.

SECTION A

(1) Which is the document issued by the tour operator in exchange for accommodation,meals,sight seeing. **(1)**

(2) Ms Jane is travelling to CAI-MAD-DUB

CAI-MAD in the afternoon

MAD-DUB night,same day

Identify the transit point of journey. **(1)**

(3) What are Excursion Fares? **(1)**

(4) What is the use of UATP CARD? **(1)**

SECTION B

(5) Explain any two types of Universal Air Travel Plan (UATP). **(2)**

(6) Which are the unspecified services of MCO? **(2)**

(7) Explain the Circle trip journey with an example. **(2)**

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(8) Distinguish between Turnaround Open Jaw and Origin Open Jaw journey. **(2)**

(9) What is the procedure to be followed for filling in the MCO boxes. **(2)**

SECTION C

10. Explain the following types of coupons. **(3)**

(a) Audit coupon

(b) Agent coupon

(c) Passenger coupon

11. Mr & Mrs Clinton are travelling to U.S with their children aged (**3)**

(a) 12 months

(b) 10 years

(c) 15 years

12. Explain the points that must be systematically checked before accepting an UATP card. **(3)**

_____THE END_____

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