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J-3208[S-1064]

[2037]

B.Sc. ATM (ATHM/AT) (Semester - 4th)

AUTOMATION IN TOURISM INDUSTRY, AIRLINES &

HOSPITALITY (B.Sc. (ATM) - 402)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section-A

Q1)

[15 × 2 = 30]

- a) What is Automation?
- b) What is the need for information in travel trade?
- c) What is CRS?
- d) What are mandatory fields required by agents while doing reservation on Galileo?
- e) What is Galileo 360° Public Fares?
- f) What is Machine-able Interface Record (MIR) in Galileo?
- g) What is the relevance of PNR in CRS?
- h) What is an e-ticket?
- i) What is the full form of SABRE?
- j) What is an automated ticket?
- k) What do you mean by BSP?
- l) Write at least two functions of system provider.
- m) Name at least two companies providing CRS.
- n) What is a ticketing process?
- o) _____ was founded in Hague in April 1945.

P.T.O.

Section-B

[9 × 5 = 45]

- Q2)* What is the need of information? What is the relevance of information in hospitality industry?
- Q3)* Write a note on the automation of a hotel with the help of a computer and how it is helpful in easing its operations?
- Q4)* Write a note on different types of IATA memberships.
- Q5)* Write a note on the Importance of IATA for aviation industry.
- Q6)* Write a note on the history of CRS.
- Q7)* Write a note on Amadeus CRS.
- Q8)* What are the uses of CRS for a Tour operator?
- Q9)* What do you understand by the concept of ticketing process?
- Q10)* Write a note on the parts of PNR?
- Q11)* Write a descriptive note on Global Distribution System?
- Q12)* What are the components of an automated ticket?
- Q13)* Write a note on the different types of tickets?

