Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   **Total No. of Pages : 02**

Total No. of Questions : 09

B.Sc. (ATHM) (2014 to 2017) (Sem.–4)
AUTOMATION IN TOURISM INDUSTRY, AIRLINES & HOSPITALITY
Subject Code : BTA-19
M.Code : 71051

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. **Explain briefly the following terms :**

    a) Rack Rate

    b) TTBS

    c) PNR

    d) Sabre

    e) STD

    f) Head office of IATA DG & CEO

    g) WorldSpan

    h) l-ticket

    i) Fidelio

    j) BSP

SECTIOIN-B

2.   Write a short note on Automation in hotel industry.

3.   Highlight the main functions of IATA in airline business.

4.   What are benefits of CRS system?

5.   What are components of electronic ticket?

6.   What are ticket coupons?

SECTION-C

7.   Write a detailed note on history of CRS system.

8.   What is BSP? Describe various stages of BSP operations.

9.   Write a note on Amadeus.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.