

MASTER OF TOURISM & TRAVEL MANAGEMENT

(CATEGORY 1 & 2)

(SEMESTER 3 & 4)

**MTTM (Second Year)
Assignments Booklet
2026
(January & July Academic Cycles)
Applicable for June and December 2026 TEE**

MTTM - 9 TO 15 and MTTM 115



**School of Tourism and Hospitality Services Sectoral Management
Indira Gandhi National Open University Maidan Garhi, New
Delhi – 110 068**

MTTM ASSIGNMENTS

Dear Student,

You will have to do **One** assignment in each of the courses, i.e., MTTM-09 to 14 and MTTM 115. All these are Tutor Marked Assignments (TMAs).

Before attempting the assignments please read the instructions provided in the MTTM Programme Guide.

Note: All Assignments must be **submitted in time** in order to appear in the Term-end examination and they should be **sent to the Coordinator of your Study Centre**. You must mention your enrolment number, name, address, Assignment code and Study Centre Code on the first page of the assignment.

You must obtain a receipt from the study centre for the assignments submitted and retain it. If possible, keep a photocopy of the assignments with you.

After evaluation, the assignments have to be returned to you by the study centre. Please insist for this and keep them as a record with you. The Study Centre has to send the marks to Student Evaluation Division (SED) at IGNOU, New Delhi.

GUIDELINES FOR DOING ASSIGNMENTS

We expect you to answer each question in about 500 words or as mentioned in the assignment. You will find it useful to keep the following points in mind:

- 1) **Planning:** Read the assignment questions carefully. Go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
- 2) **Organisation:** Be a little selective and analytic before drawing up a rough outline of your answer. Give adequate attention to your introduction and conclusion.

Make sure that your answer:

- a) is logical and coherent;
 - b) has clear connections between sentences and paragraphs; and
 - c) is written correctly giving adequate consideration to your expression, style and presentation.
- 3) **Presentation:** Once you are satisfied with your answers, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasise.

Wishing you all the best

**Programme Coordinator,
(MTTM)**

DATE OF SUBMISSION OF ASSIGNMENTS

Reminder: All Assignment must be sent to the **Coordinator of your Study Centre**. You must mention your enrolment number, name, address, Assignment code and Study Centre Code in the first page of the assignment.

Semester & Courses (2 nd Year)	
Semester III MTTM 09 MTTM 10 MTTM 11 MTTM 16 (Dissertation)	Semester IV MTTM 12 MTTM 13 MTTM 14 MTTM 15/MTTM 115

Date of Submission of Assignments

For June Term End Examination 2026	For December Term End Examination 2026
31 st March 2026	30 th October 2026

* Keep checking the IGNOU website for any change in the date of submission

MTTM-13: TOURISM OPERATIONS
(Tutor Marked Assignment)

Course Code: MTTM 13
Total Mark: 100

Programme: MTTM
Assignment Code: MTTM 13/TMA/2026

Note: This TMA consists of **ten questions**, out of which you have to **attempt any five**. The question carries **20 marks each** and should be answered in about **500 words**. Send your TMA to the Coordinator of your Study Centre.

1. What do you mean by tour operation? What kind of inter-sectoral linkages are established by tour operators? 20
2. Describe the concept of quality Management in Services. 20
3. Write an essay on “setting up a tour operation company”. 20
4. Why business correspondence is considered a managerial art? 20
5. Write short notes on 20
 - a) Passenger’s Identification
 - b) Departure Transfer Checklist.
6. Who is escort? What important things you take note of as an escort, while planning a tour? 20
7. Write a note an “Departmentalisation of Travel Agencies” 20
8. Write short notes on the following: 20
 - a) Dealing with Tourist Transport Suppliers
 - b) Challenges in Relationship
9. Describe features of five-star category hotels. 20
10. Elaborate application of computers in Food and Beverages operations. 20

MTTM-14: TOURIST TRANSPORT MANAGEMENT
(ROAD TRANSPORT)
(Tutor Marked Assignment)

Course Code: MTTM 14
Total Marks: 100

Programme: MTTM
Assignment Code: MTTM 14/ TMA/2026

Note: This TMA consists of **ten questions**, out of which you have to **attempt any five**. The question carries **20 marks each** and should be answered in about **500 words**. Send your TMA to the Coordinator of your Study Centre.

1. Discuss the role of transportation in the tourism industry with special reference to aviation sector in modern times. **20**
2. Explain the infrastructure in tourist transport. Discuss the segmentation for tourist transport operations with relevant examples. **20**
3. Describe the various components of Road Tourist Transport System. Which one of them can play a significant role in the promotion of tourism activities? **20**
4. “A well-developed and efficiently maintained transport system can significantly contribute to the growth and expansion of tourism in India.” **20**
5. Write short notes on the following: **2x10= 20**
 - i) Tourist Permits
 - ii) Maintenance facilities
 - iii) Qualities of a Tourist Transport Manager
 - iv) Recruitment and selection in tourist transport
6. What is selling? What are the stages in sales strategy formulation? Explain with examples from transportation business. **20**
7. What are the entrepreneurial qualities required to own a Tourist Transport Company? What difficulties do you foresee in setting up of a Transport Company? **20**
8. Discuss the Role of Private Sector in the management of Tourist Transport System. **20**
9. Define Leakages. What kind of Leakages exists in Tourist Transport Business (Road) and how can we manage them? **20**
10. Write short notes on **any two** of the following: **2x10=20**
 - i) Variable Cost in Tourist Transport Operations
 - ii) Indian Tourist Transport Associate (ITTA)
 - iii) Customer Care in the Transport Business