

B-29

Roll No.....

Total No. of Questions . 18]

[Total No. of Printed Pages : 4

XILKGAR21
5629
TRAVEL TOURISM
(Vocational)

Time : 2.10 Hours]

[Maximum Marks : 60

(Long Answer Type Questions)

5 each

1 . Explain communication and its types.

Or

Write down the seven factors affecting perspectives in communication.
Provide examples, explaining how each factor affects communication.

2. Explain the primary and secondary constituents of tourism.

Or

What are the five A's of tourism industry ? Illustrate with examples.

3. What do you mean by Heritage Hotel ? Explain the heritage classic and heritage grand hotel property.

Or

Differentiate between 5-Star Deluxe and a 3-Star Hotel based on the classification of hotels.

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Turn Over

B-29

(Short Answer Type Questions)

3 each

4. Describe the importance of an entrepreneur.
5. What are the various challenges to sustainable development ?
6. What is goal selling ? What is the best way to work on long-term goals ?
7. Differentiate between tourist and excursionist.
8. Write the different types of meal plans offered to the guests by the Five Star Hotels.
9. Describe the greeting formalities at the time of check-in to the hotels.
10. What are the advantages of travel booking with travel agents of a travel agency ?

(Very Short Answer Type Questions)

2 each

11. Define Entrepreneurship.
12. What do you mean by Verbal Communication ?
13. Mention any two personality traits needed in front-office staff in a hotel.
14. What are the various contents of duty roster ?
15. What is on Spot Booking ?
16. Define Eco-tourism.
17. Mention any two steps involved in handling guest complaints.

(Multiple Choice Questions)

1 each

18. (i) Participation and visit in fair and festival is an example of :
- (A) Alternative tourism (B) Mass tourism
(C) Sustainable tourism (D) VFRs
- (ii) Components of tourism include :
- (A) Accommodation (B) Attraction
(C) Amenities (D) All of these
- (iii) hotels are economic hotels.
- (A) Luxury (B) Budget
(C) Heritage (D) None of these
- (iv) Castles, Forts, Palaces, Havalls converted into hotels are called :
- (A) Heritage (B) Luxury
(C) Star (D) All of these
- (v) The concierge is under which department ?
- (A) Security (B) Division
(C) Accounting rooms (D) Front office
- (vi) One of the best ways of greeting is :
- (A) "Hi, have you been here before ?"
(B) "How may I help you ?"
(C) "How are you ?"
(D) "This way please."

- (vii) refers to making travel arrangements like railway reservation cancellation, amendments, or purchasing air-tickets for a guest.
- (A) Ticketing
 - (B) Selling
 - (C) Auditing
 - (D) Check-in
- (viii) CRS means :
- (A) Computer Reservation System
 - (B) Computer Reservation Station
 - (C) Control Reservation Station
 - (D) None of these
- (ix) What is the purpose of communication ?
- (A) Inform
 - (B) Influence
 - (C) Share thoughts
 - (D) All of these
- (x) Which of the following is the main objective of sustainable development ?
- (A) Reducing Poverty
 - (B) Promoting green agriculture
 - (C) Preventing ecological damage
 - (D) Achieving balance between economic, environmental and social needs