

2022
Tourism & Hospitality (Vocational)

Total marks : 50

Time : 2 hours

General instructions :

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated to every question are indicated against it.*

N.B: *Check to ensure that all pages of the question paper are complete as indicated on the top left side.*

1. **Choose the correct answer from the given alternatives:** **10x1=10**
- i. The method of communication which involves sending and understanding messages only through images or pictures is
 - (a) oral communication
 - (b) visual communication
 - (c) verbal communication
 - (d) written communication
 - ii. Which of the following is often viewed as projecting a positive image of an organization?
 - (a) Team work
 - (b) Efficiency
 - (c) Confidence
 - (d) Uniform
 - iii. Who delivers all the information related to a tour?
 - (a) Travel agent
 - (b) Tour guide
 - (c) Hotel agent
 - (d) Receptionist
 - iv. Making a to-do-list in order of importance is to
 - (a) organise
 - (b) control
 - (c) prioritise
 - (d) track
 - v. Tito wants to change the spelling of a word in the entire document. Which option would he use?
 - (a) Paste
 - (b) Align left
 - (c) Copy
 - (d) Find and replace
 - vi. One of the key aspect to keep in mind while understanding a competitor is
 - (a) profit margin
 - (b) competitor's weaknesses
 - (c) customer relations
 - (d) competitor's tricks
 - vii. Which of the following is for the good of the economy as well as the future of the environment?
 - (a) Economic development
 - (b) Sustainable development
 - (c) Technological development
 - (d) Educational development
 - viii. Participation and visit in fair and festivals is an example of
 - (a) mass tourism
 - (b) heritage tourism
 - (c) alternative tourism
 - (d) cultural tourism

- ix. DNCO stands for
 - (a) Did Not Check Order
 - (b) Did Not Check Out
 - (c) Did Not Confirm Order
 - (d) Did Not Collect Order
- x. Capsule type hotels are found in
 - (a) Austria
 - (b) Italy
 - (c) Japan
 - (d) Switzerland

Answer the following questions in one word or one sentence:

- 2. What is the main responsibility of UNWTO? 1
- 3. What is hospitality? 1
- 4. Who is responsible for the categorization of hotels? 1
- 5. Write two meet and greet services to be performed on arrival of client or tourists. 1
- 6. State any two factors that play an important role in maintaining the image of an organisation. 1
- 7. Write one advantage of using word processor. 1
- 8. What is entrepreneurship? 1
- 9. What is green economy? 1

Answer the following questions in 20-50 words:

- 10. What is tourism industry? Mention any two tourism industries. 1+1=2
- 11. Name the two forms of tourism and state the meaning of any one of it. 1+1=2
- 12. List any four of the 7 Cs of the communication skills. 2
- 13. What are the guest services offered by a five star hotel? 2
- 14. Mention four points to substantiate the importance of first impression for the front office staff. 2
- 15. What is meant by meet and greet services in tourism and hospitality? 2
- 16. Write any four responsibilities of airport representatives. 2
- 17. Mention any two responsibilities of Customer Service Executive in travel companies. 2

Answer any four from the following questions in 60-100 words:

- 18. Explain briefly any four primary constituents of tourism industry. 4
- 19. Define hotel. Explain any three types of hotels. 1+3=4
- 20. Explain any four economic importance of tourism for the development of a nation. 4
- 21. Explain any two documents required of a tourist to travel. 4
- 22. Explain any four categories of tourists as classified by WTO. 4
- 23. Explain any four steps to build networking skills following the CONECT model. 4
