

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.

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

Or.

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

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(Short Answer Type Questions)

3 cach

- .4 Describe the importance of an entrepreneur.
- 5. What are the various challenges to sustainable development?
- 6. What is goal setting? What is the best way to work on long-term goals?
- Differentiate between tourist and excursionist.
- Write the different types of meat 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?
- Define Eco-tourism.
- 17. Mention any two steps involved in handling guest complaints.

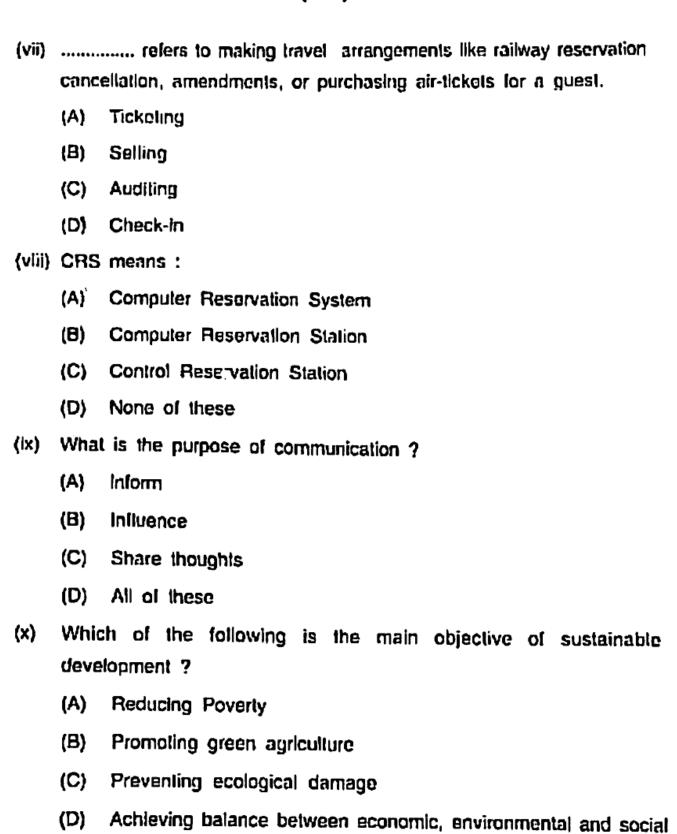
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	(Multiple Choice Questions)				
18.	(1)	Participation and visit in fair and festival is an example of :			
		(A)	Alternative tourism	(B)	Mass Iourism
		(C)	Sustainable tourism	(D)	VFRs
	(ii) Camponents of tourism include :				
		(A)	Accommodation	(B)	Attraction
		(C)	Amenitles	(D)	All of these
	(III)hotels are economic hotels. https://www.jkboseonline.com				
		(A)	Luxury	(B)	Budget
		(C)	Heritage	(D)·	None of these
	(iv) Castles, Forts, Palaces, Havalls converted into hotels are ca				
		(A)	Herilage	(B)	Luxury
		(C)	Star	(D)	All of these
(v) The conclerge is under which department?				ent ?	
		(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."		

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(D)

needs

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