

2020

TOURISM & HOSPITALITY
(Theory)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

General Instructions:

- (i) Write all the answers in the Answer Script.
- (ii) Attempt all parts of a question together at one place.

SECTION – A

- 1.** Choose the most appropriate answer from the given options of the following (***any eight***): $1 \times 8 = 8$
- (a) Which of the following methods are used to receive information from the sender through a letter?
- (i) Listening
 - (ii) Speaking
 - (iii) Reading
 - (iv) Writing

(6)

SECTION – C

3. Write short answer-type questions from the following
(**any three**): $2 \times 3 = 6$
- (a) What do you understand by Inbound and Outbound tourism?
 - (b) Explain in brief the three steps to build self-confidence.
 - (c) Write a short note on Special Interest Tourism (SIT).
 - (d) What is the difference between a tourist and an excursionist?
 - (e) What are the two types of suites? Explain briefly.
 - (f) List down any four self-management skills. Write briefly on them.

SECTION – D

4. Write long answer-type questions from the following
(**any three**). $4 \times 3 = 12$
- (a) Who is a meet and greet officer? List down the attributes required by him.
 - (b) Describe the various types of accommodation in Tourism and Hospitality Industry?
 - (c) Define Verbal Communication? What are its advantages and disadvantages.

(3)

- (e) What is phonetics?
 - (i) It is the study of how we write words in English.
 - (ii) It is the study of how people understand sentences.
 - (iii) It is the study of how many words the English language has
 - (iv) It is the study of the sounds we make when we speak.
- (f) Which of these is not an appropriate non-verbal communication at work?
 - (i) Putting arm around a co-worker's shoulder
 - (ii) Shaking hands firmly
 - (iii) Looking at the speaker with a smile
 - (iv) Standing with an upright posture
- (g) Hotels which are owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year is known as
 - (i) Resort
 - (ii) Condominium hotel
 - (iii) Time share hotel
 - (iv) Lodges

(4)

- (h) Pilgrimage tourism is also known as
- (i) Religion Tourism
 - (ii) Business Tourism
 - (iii) Education Tourism
 - (iv) Health Tourism
- (i) Which of the following is not a tourism component.
- (i) Motel
 - (ii) Tourist
 - (iii) Cable Cars
 - (iv) Restaurants
- (j) Which of these is a positive facial expression?
- (i) Staring hard
 - (ii) Nodding while listening
 - (iii) Wrinkled forehead
 - (iv) Looking away from the speaker

(5)

- (k) Movement of tourist from one country to another country is known as
- (i) Domestic tourism
 - (ii) Inbound tourism
 - (iii) International tourism
 - (iv) Outbound tourism
- (l) When we communicate verbally, we should use
- (i) Difficult words
 - (ii) Simple words
 - (iii) Confusing words
 - (iv) Abbreviation

SECTION – B

(Very short answer type questions)

- 2.** Define the following (*Any four*):

$1 \times 4 = 4$

- (a) À la Carte Menu
- (b) Tourists
- (c) Domestic tourism
- (d) Studio room
- (e) Visual Communication
- (f) Diphthongs.

(2)

(b) Choose the correct example of oral communication.

- (i) Reports
- (ii) Newspapers
- (iii) Notes
- (iv) Face to face conversation

(c) A room having two double (or perhaps queen) beds and can be occupied by one or more persons is called

- (i) Double rooms
- (ii) Double-double rooms
- (iii) King rooms
- (iv) Queen rooms

(d) Which of the following is not a Man-made tourist attraction.

- (i) Eiffel Tower
- (ii) Taj Mahal
- (iii) Himalayan Ranges.
- (iv) Qutub Minar

(7)

(d) List and explain the 4 A's of Tourism?

(e) Define the purpose of Tourism and classify it?

(f) Write down any four factors affecting perspectives in communication.

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