

**2019**  
**TRAVEL AND TOURISM (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. no.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allotted to every question are indicated against it.*

**N.B:** *Check 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**

- a. Soft skills are directly related to
  - (a) attitude
  - (b) behaviour
  - (c) personality
  - (d) character
- b. The foremost influencer after heredity to shape personality of a child is
  - (a) experiences in life
  - (b) people we interact with
  - (c) culture
  - (d) family background
- c. Who is the head in the Ministry of Tourism?
  - (a) Prime Minister
  - (b) Secretary (Tourism)
  - (c) Union Minister of State for Tourism
  - (d) Department of Tourism
- d. How many member countries are there in UNWTO?
  - (a) 150
  - (b) 156
  - (c) 160
  - (d) 166
- e. A person who actually avails all the services provided by a travel agent or hotel is called
  - (a) customer
  - (b) tourist
  - (c) guest
  - (d) excursionist
- f. The acronym MICE stand for
  - (a) Membership, Incentives, Conferences and Expositions
  - (b) Meetings, Insurance, Conferences and Expositions
  - (c) Membership, Insurance, Conferences and Expositions
  - (d) Meetings, Incentives, Conferences and Expositions

- g. Who acts as a bridge between tour operator and tourists?  
(a) Tour guide (b) Travel agents  
(c) Department of Tourism (d) Information provider
- h. It is a symbiotic tourism product.  
(a) Jim Corbett National Park (b) Qutab Minar  
(c) Kovalam Beach (d) Pushkar Fair
- i. Activities like hiking, picnicking, camping etc. is associated with  
(a) beach tourism (b) mountain tourism  
(c) island tourism (d) desert tourism
- j. Ajanta and Ellora Caves are located in  
(a) Maharashtra (b) Uttar Pradesh  
(c) Karnataka (d) Odisha

**Answer the following questions in one word or one sentence:**

2. What does the word 'Personality' mean? 1
3. What does lack of eye contact signify? 1
4. Write any two principles of etiquette. 1
5. What is considered as 'industry without chimney'? 1
6. Name any two key sources of tourism products. 1
7. What is a Penthouse? 1
8. What is cultural tourism? 1
9. When is the tourist season in India? 1

**Answer the following questions in 20-50 words:**

10. Mention the key aspects of desired personality for tourism industry. 2
11. Mention any four strategies to have a positive work attitude. 2
12. Write any two general grooming tips. 2
13. How is tourism categorized by UNWTO? 2
14. State any two physical environmental benefits of tourism. 2
15. What are the problems faced by a visitor travelling without proper documents? 2
16. Distinguish between natural tourism products and manmade tourism products. 2
17. What is heritage? Name any two world heritage. 1+1=2

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

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| 18. Briefly explain any four determinants of personality.                        | <b>1+3=4</b> |
| 19. Describe the impact of tourism on Indian economy.                            | <b>4</b>     |
| 20. Explain the significance of Health Certificate for travelling abroad.        | <b>4</b>     |
| 21. "First impression is the last impression". Justify the statement.            | <b>4</b>     |
| 22. Describe how flora and fauna attract tourists.                               | <b>4</b>     |
| 23. Write any tourist destination you would like to visit and state the reasons. | <b>4</b>     |

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