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:

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

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