

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: Master of Tourism and Travel Management

Semester: First

Course Title: Soft Skills in Tourism Industry

Course Code: SLLCH THM 02 01 01 DCEC 4004

Session: 2021-22

Max. Time: 3 Hours

Max. Marks: 70

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries three and half Marks.

2. Question no. 2 to 5 have three parts and student need to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) Differentiate between formal and informal communication.
- b) Differentiate between inspiration and motivation.
- c) Explain various grooming standards maintained in the tourism industry.
- d) How to overcome the barriers to communication? Explain.
- e) What is extempore? Explain.
- f) How to manage time? Explain.
- g) What are the benefits of positive self-esteem? Explain.

Q 2. (2X7=14)

- a) Define communication. Explain functions of communication in detail.
- b) What is miscommunication? Explain the barriers to communication.
- c) Write a note on the following
 - I. Professionalism
 - II. Business conversation

Q3. (2X7=14)

- a) Define personal hygiene. Explain various hygiene standards maintained in the tourism industry.
- b) Write a detailed note on online interviews.
- c) Define personality. Explain its elements and determinants in detail.

Q 4. (2X7=14)

- a) Write a note on the following
 - I. Resume and resume writing
 - II. Art of intelligent listening.
- b) Define interview. Explain different types of interviews.
- c) Write a note on the following
 - I. Managing stress
 - II. Managing anger

Q 5. (2X7=14)

- a) What is teamwork? How you can work effectively in a team. Explain.
- b) What is motivation? Explain its types and methods in detail.
- c) What is attitude? Explain the types and factors that determine attitude.

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: MTTM
Semester: First
Course Title: Introduction to Tourism
Course Code: SLLCH THM 02 01 01 C 5005

Session: 2021-22
Max. Time: 3 Hours
Max. Marks: 70

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries two marks.
2. The question number two to five have three parts and students need to answer any two parts of each question. Each Part carries seven marks.

Q. 1.

- a) Who is a traveler?
- b) Write the characteristics of tourism?
- c) Define Mill-Morrison proposed model.
- d) What is seasonality?
- e) Name any four luxury trains of India.
- f) Name any four national man made tourism resources of India.
- g) What is full form and establishing year of FHRAI?

Q. 2.

- a) What is tourism? Describe the positive and negative impacts of tourism.
- b) Describe the historical development of tourism.
- c) Explain the different forms of tourism.

Q. 3.

- a) Describe the economic impacts of tourism for a destination.
- b) Explain tourism system proposed by Stanley Plog's Model.
- c) Explain Crompton's Push and Pull theory with suitable examples.

Q. 4.

- a) Write a detailed note on Indian railway network.
- b) Discuss the major itineraries of Indian railway.
- c) Explain the role of transportation in tourism development.

Q. 5.

- a) Define the role and functioning of IATO.
- b) Write a detail note on functions of Ministry of Tourism, Government of India.
- c) Discuss the objectives, functions and roles of IATA for tourism development.

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: MTTM

Session: 2021-22

Semester: First

Max. Time: 3 Hours

Course Title: Tourism Products of India

Max. Marks: 70

Course Code: SLLCH THM 02 01 C 5005

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries three and half marks.
 2. Question no. 2 to 5 have three parts and student need to answer any two parts of each question. Each part carries seven marks.
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Q 1.

(4X3.5=14)

- a) What is a biosphere reserve? Describe the different zones of a biosphere reserve. Mention two biosphere reserves of India.
- b) Discuss the different types of tourism products.
- c) What are the tourist attractions of a national park? Make a circuit of national parks of Uttarakhand.
- d) What are the steps involved in the development of a new tourism product?
- e) What are the factors which distinguish tourism products from other manufacturing products?
- f) Name a few temples of South India. How is the architectural style of temples of South India different from that of North India?
- g) Where is Humayun's Tomb located? Describe the architectural style of Humayun's Tomb.

Q 2.

(2X7=14)

- a) Briefly describe the tourism product life cycle.
- b) What are the various stages of tourism product life cycle?
- c) Discuss the different levels of tourism product.

Q3.

(2X7=14)

- a) Where is the famous Desert Festival celebrated in India? What are the key highlights of this festival?
- b) List out the details of Bharatpur Wildlife Sanctuary. What is it famous for?
- c) What are the facilities and attractions for tourists offered at the beach resorts in India? Discuss briefly.

Q 4.

(2X7=14)

- a) What are tourism products and services? Explain with the help of an example in the Indian context.
- b) What are the different kinds of tourism product that India has got to offer to the international tourists based on the seasonality factor?
- c) What is a fort? List a few famous forts of India. How does a fort offer to be tourist attraction?

Q 5.

(2X7=14)

- a) What is a heritage site? Write a brief note on the heritage culture of India.
- b) Name a famous Buddhist pilgrimage destination and mention the historical / religious significance related with it.
- c) Why was Chhatrapati Shivaji considered an important Indian king and how did it help to establish the Maratha kingdom? List out places which have significant history in this regard.

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: Master of Tourism and Travel Management

Session: 2021-22

Semester: First

Max. Time: 3 Hours

Course Title: Travel Agency and Tour Operations

Max. Marks: 70

Course Code: SLLCH THM 02 01 03 C 4004

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries three and half Marks.
2. Question no. 2 to 5 have three parts and students need to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) Write in detail about travel agency.
- b) Write about the importance of linkages in the Tourism Industry?
- c) Highlight the role and responsibilities of the Travel Agent.
- d) Write in detail about government approval to set up a travel agency.
- e) Describe the functions of various linkages in the tourism industry.
- f) What is passport? Explain its types.

Q 2. (2X7=14)

- a) What is the importance of Travel Intermediaries in Tourism Business?
- b) Highlight the historical growth of Travel Agency.
- c) Write a note on the following
 - I. VISA
 - II. Health Certificate for International travel

Q3. (2X7=14)

- a) Write a note on the following
 - I. Linkages
 - II. Tour operator
- b) What is a passport? Explain its types and procedure to apply for a passport.
- c) Write a note on the following
 - I. Travel Documentation
 - II. Ministry of Tourism, Government of India

Q 4. (2X7=14)

- a) Explain various permissions required for set up a travel agency in India.
- b) Write in details about the importance of Infrastructure in Travel Agency.
- c) Write a note on the following
 - I. Tailored Tour Package
 - II. Travel documentation

Q 5.

(2X7=14)

- a) What is IATA? Write in detail about the contribution of IATA in Tourism Development.
- b) Write a Note on Following:
 - I. Make my Trip
 - II. Yatra.Com
- c) Sources of Earning in Travel Agency.

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: MTTM

Session: 2021-22

Semester: First

Max. Time: 3 Hours

Course Title: Fundamentals of Management in tourism

Max. Marks: 70

Course Code: SLLCH THM 02 01 04 C 4004

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries three and a half Marks.
2. Questions no. 2 to 5 have three parts and students need to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) Define Management. What are the various levels of management?
- b) What are various important skills required by the manager? Explain.
- c) Explain internal factors affecting managerial decisions in tourism organizations.
- d) Discuss theories of motivation.
- e) Explain various functions of the supervisor.
- f) Discuss the process of communication.
- g) Explain the factors affecting group behaviour in tourism organizations.

Q 2. (2X7=14)

- a) Write a note on the following
 - i. Roles of manager in tourism organizations
 - ii. Levels of management
- b) What is the social responsibility of business? Why it is important for tourism organizations?
Explain the social responsibility of business towards customers and government.
- c) Explain the process of management.

Q3. (2X7=14)

- a) What is planning? Explain its types with examples.
- b) Explain various techniques of decision making used by tourism organizations.
- c) Explain the evolution of management thought in a summary.

Q 4. (2X7=14)

- a) What is organizational structure? Explain factors affecting the organizational structure and also discuss line and staff organizational structure in detail.
- b) What are the various factors affecting individual behaviour? Explain group development process.
- c) Explain Herzberg's theory of motivation in detail.

Q 5.

(2X7=14)

- a) Write a note on the following
 - i. Factors affecting leadership
 - ii. Centralization vs decentralization
- b) Write a note on the following
 - i. Organisational dynamics
 - ii. Miscommunication
- c) Explain the following terms:-
 - i. Chain of command
 - ii. Formalization
 - iii. Accountability
 - iv. Autocratic leader
 - v. Work specialization
 - vi. Grapevine communication
 - vii. Span of control

CENTRAL UNIVERSITY OF HARYANA

First Semester Term End Examinations March 2023

Programme: MTTM

Session: 2022-23

Semester: First

Max. Time: 3 Hours

Course Title: Tourism Products of India

Max. Marks: 70

Course Code: SLLCH THM 02 01 02 C 5005

Instructions:

1. Question no. 1 has seven parts and students are required to answer any four. Each part carries three and half Marks.
2. Question no. 2 to 5 have three parts and student are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) What do you mean by tourism product?
- b) UNESCO world heritage site of India
- c) What is the natural tourism product?
- d) How many national parks are there in India?
- e) What are the five famous beach destination of India?
- f) Skimming Pricing and Penetration Pricing strategy.
- g) Distinguish between classical and folk dances.

Q 2. (2X7=14)

- a) 'Tourism products are amalgamation of natural, man -made attractions as well as venation of host communities for the guest'. On the light of above statement define tourism product and discuss it in Indian tourism perspective.
- b) "India is a destination for all season and reasons." Do you agree with this statement? Give your arguments with examples.
- c) Explain nature and characteristics of tourism product of India.

Q3. (2X7=14)

- a) Differentiate between national parks, wildlife sanctuary and Biosphere reserve.
- b) What is beach tourism? Why it is so popular? Which places are famous for beach tourism in India?
- c) Explain the role of wildlife sanctuaries and national parks in tourism promotion.

Q 4. (2X7=14)

- a) "The Indian Heritage sites are a good combination of natural and cultural attractions". Explain this statement in light of main tourist attractions of India.
- b) Throw light on important religious places of North India.
- c) Briefly describe the Buddhist way of life and India's most popular Buddhist tourist destination.

Q 5.

(2X7=14)

- a) Write a brief note on "Product life -cycle" model and its various stages.
- b) What are the various tourism product pricing strategies?
- c) What are the factors that negatively affect the development of Tourism and Hospitality products?

CENTRAL UNIVERSITY OF HARYANA
End Semester Examinations

Programme: MTTM IV Sem

Session: 2022-23

Semester: IV Sem

Max. Time: 3 Hours

Course Title: Exploring Tourism in Haryana

Max. Marks: 70

Course Code: SLLCH THM 02 04 01 GEC2024

Instructions:

1. Question no. 1 has seven parts and students need to answer any four. Each part carries two marks.
2. The question number two to nine carries 14 marks each and student need to attempt any four questions from eight questions.

Q. 1

- a) Write names of any seven attractions associated with Mahabharata.
- b) Discuss the national tourist resources situated in Haryana.
- c) What do you understand by farm houses in Haryana?
- d) Why the state is famous for highway tourism?
- e) Discuss rural tourism trends.
- f) What is tourism potential of Morni hills?
- g) Discuss Sultanpur Bird Sancturiy.

Q2.

- a) Describe the importance of cultural attractions in the state.
- b) Write detailed note on religious centers in Haryana?
- c) Elucidate some applied strategies for marketing of International Gita Jayanti Festival

Q3.

- a) Describe the organization structure of Haryana Tourism Corporation.
- b) Explain the different types of available transportation facilities for promotion of tourism in state.
- c) Discuss tourism recreational and entertainment facilities available in Haryana tourism complexes?

Q.4.

- a) Describe the contribution of Department of Tourism, Govt. of Haryana in tourism development.

- b) Explain main highlights of Haryana tourism policy, 2008 and need of new policy.
- c) Discuss roles of private sector in tourism promotion in state?

Q.5.

- a) Describe prospects of tourism development in Haryana with suitable facts and figures.
- b) Explain the various attractions of Kurukshetra with available infrastructure for tourism promotion.
- c) Write note on:
 - ✓ Surajkund
 - ✓ Health Tourism

CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations

RE-APPEAR

Programme: MTTM II Sem

Session: 2022-23

Semester: II Sem

Max. Time: 3 Hours

Course Title: **Emerging Trends in Tourism**

Max. Marks: 70

Course Code: SLLCH THM 02 02 03 C4004

Instructions:

1. Question no. 1 has seven parts and students need to answer any four.
2. The question number two to five carries 14 marks each and student need to attempt any four questions from eight questions.

Q1

- a) Discuss disaster management in tourism.
- b) What do you understand by floating hotels?
- c) Define ecotourism resources with a suitable example.
- d) Define casino and tourism.
- e) Why responsible tourism is becoming famous across the world.
- f) What are the benefits of rural tourism?
- g) Write at any five new trends of tourism industry?

Q2

- a) Why environment is important for tourism industry?
- b) What is community based tourism? Discuss its benefits.
- c) Explain roles of special tourism zones for promotion of tourism.

Q3

- a) What is sustainability? Describe its background.
- b) Write a detailed essay on reasons behind growth of medical tourism?
- c) Discuss resources of rural tourism.

Q4

- a) Discuss Eco-tourism? Explain the benefits of its development.

- b) What are protected areas and their classifications.
- c) Discuss ecotourism resources with suitable examples.

Q5

- a) Write note on:
 - ✓ Adventure tourism based on water
 - ✓ sound and lights shows
- b) Write note on:
 - ✓ Heritage tourism
 - ✓ Green tourism
- c) Write note on:
 - ✓ Dark Tourism
 - ✓ Niche Tourism