

DIP-A-1777 DTTOM-11

**DIPLOMA IN TOURISM AND TOUR
OPERATIONS MANAGEMENT
EXAMINATION – JULY, 2022.**

(CY 2021 – Batch onwards)

TOUR OPERATIONS AND MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

Answer any THREE questions out of five questions
in 100 words.

All questions carry equal marks.

1. Nature of Tour Operators.
2. Define Tour Guide.
3. What is CDC?
4. Who are RLG?
5. Who is a travel consultant?

PART B — (3 × 7 = 21 marks)

Answer any THREE questions out of Five questions
in 200 words.

All questions carry equal marks

6. What are the primary operations of a travel agent?
7. Mention the components of personal hygiene.
8. Give any five aims and objectives of IATA
9. Mention the general principles of a tour guide.
10. What is the difference between Internal and External Interference?

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions out of Seven questions
in 500 words.

All questions carry equal marks

11. Explain why Thomas Cook is called “The Pioneer in a Travel Agency”.
12. Explain the conditions of the Tour Guide during the Modern Age.
13. Explain why travel insurance is necessary for travelling to western countries.

14. Explain how itinerary review helps in increasing the proficiency of tour operators?
 15. Explain Tourist Transport Operator Organization.
 16. Explain how the tour manager aids in corporate tour planning.
 17. Explain how a tour guide performs as a leader.
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DIP-A-1778 DTTOM-12

**DIPLOMA IN TOURISM AND TOUR
OPERATIONS MANAGEMENT
EXAMINATION – JULY, 2022.**

(CY 2021 – Batch onwards)

TRANSPORT SYSTEM AND TOURISM

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

Answer any **THREE** questions out of Five questions
in 100 words.

All questions carry equal marks.

1. Name the different types of transport.
2. Write a note on Border Roads.
3. What do you know about the early railway system?
4. Write a note on WTO.
5. Write a note on IATA.

PART B — (3 × 7 = 21 marks)

Answer any THREE questions out of Five questions
in 200 words.

All questions carry equal marks.

6. What role did Thomas Cook play in the history of tourism?
7. What do you know about tourist coaches and tourist cars?
8. What are the steps taken by railways to promote tourism?
9. Give an account on ocean liners.
10. What do you know about the traffic conferences?

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions out of Seven questions
in 500 words.

All questions carry equal marks.

11. Trace the historical background of travel.
12. Trace the contributions of road ways to tourism. What do you know about National Highways of India?
13. Discuss the origin and development of the Railways.

14. Explain the history of water travel.
 15. Trace the contribution of Jumbo Jets to Mass Tourism.
 16. Write an essay on the ICAO.
 17. Write an essay on Airports Authority of India.
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DIP-A-1779 DTTOM-13

**DIPLOMA IN TOURISM AND TOUR
OPERATIONS MANAGEMENT
EXAMINATION — JULY 2022.**

(CY 2021 Batch onwards)

FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

Answer any **THREE** questions out of Five questions in
100 words.

All questions carry equal marks.

1. Guest Cycle.
2. Objectives of management.
3. Registration.
4. Cashiers Report.
5. Bell Service Captain.

PART B — (3 × 7 = 21 marks)

Answer any THREE questions out of Five questions in
200 words.

All questions carry equal marks.

6. What are the attributes that are necessary for a front office staff?
7. What are the main objectives of the management in a hotel?
8. What do you know about the registration card?
9. What is double entry system?
10. How does a hotel handle the courier services that are concerned with a resident?

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions out of Seven questions in
500 words.

All questions carry equal marks.

11. Bring out the responsibilities of the front office staff of a hotel.
12. Describe the types of rates and discounts.

13. Describe the traditional ways of greeting guests practiced in the earlier periods by different communities.
 14. Explain the role of the front office cashier.
 15. Explain how the mail is handled by a hotel.
 16. Describe the responsibilities and duties of a Guest Relations Executive.
 17. Write an essay on the rooms management.
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DIP-A-1780 DTTOM-14

**DIPLOMA EXAMINATION —
JULY, 2022.**

Tourism and Tour Operations Management

(From CY – 2020 Onwards)

HOTEL MANAGEMENT AND CATERING

Time : 3 hours

Maximum marks : 70

PART A — (3 × 3 = 9 marks)

**Answer any THREE questions out of five questions in
100 words**

All questions carry equal marks

- 1. Name a few International Hotel brands operating in India.**
- 2. Indian Regional Dishes.**
- 3. Menu Planning.**
- 4. Food Services.**
- 5. Space Hotels.**

PART B — (3 × 7 = 21 marks)

Answer any THREE questions out of five questions
in 200 words.

All questions carry equal marks

6. Identify the people associate with the founding of Marriot hotels.
7. What is airline catering?
8. Write a simple menu for the boys residing in a hostel.
9. Give a note on French service.
10. Analyse the need for the food delivery partners.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions out of Seven questions in
500 words.

All questions carry equal marks.

11. Explain the origin and growth of hotels.
12. History of Indian Cuisines - Explain.
13. What are the considerations and constraints in the menu planning? Explain.

14. Define food services and explain the types of food services.
 15. Write an essay on the new trends in the hotel industry.
 16. State the menu design.
 17. Discuss the service procedure of food.
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