

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**FIRST YEAR**  
**BASIC CONCEPTS OF TOURISM**

**Time: 3 Hours**

**Maximum Marks: 75**

**PART - A**

**(3 x 5 = 15 Marks)**

**Answer any THREE questions**

1. Define Tourism.
2. What is Inbound Tourism?
3. Explain Rural Tourism.
4. Mention the Types of Packages.
5. What are the initiatives taken in Eco Tourism?

**PART - B**

**(4 x 15 = 60 Marks)**

**Answer any FOUR questions**

6. What is Tourism? Explain its Nature and Characteristics.
7. Enumerate the Historical Development of Tourism.
8. Explain the different forms of Tourism.
9. Mention the important Tourist places in the United States of America.
10. Narrate some of the Tourist sights in Germany.
11. Give a detailed account of the concepts of the Tourist Products.
12. What is Eco Tourism and Environmental Planning?

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**Time : 3 Hours**

**Maximum Marks : 70**

**PART - A**

**(5 x 5 = 25 Marks)**

**Answer any FIVE Questions out of eight questions in 300 words**  
**All questions carry equal marks**

1. Explain the basic component of tourism.
2. Write a note on Inbound and outbound tourism.
3. What are the characteristics features of rural tourism?
4. Point out the main elements of a tour itinerary.
5. Brief the importance of Eco-tourism.
6. Mention the various modes of transport.
7. Write the social benefits of tourism.
8. Explain the nature and scope of tourism.

**PART - B**

**(3 x 15 = 45 Marks)**

**Answer any THREE Questions out of Five question in 1000 words**  
**All questions carry equal marks**

9. Examine the socio-economic impacts of tourism.
10. Discuss the different types of Tourism.
11. Write in detail about emerging trends in tourism.
12. Bring out the types of international and domestic destination products.
13. Analyze the impact of industrialization on tourism industry.

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**FIRST YEAR**  
**TICKETING AND FARE CONSTRUCTION**

**Time: 3 Hours**

**Maximum Marks: 75**

**PART - A**

**(3 x 5 = 15 Marks)**

**Answer any THREE questions**

1. What is Cabin baggage?
2. List out the details found in airline tickets.
3. Write a note on billing and settlement plan (BSP).
4. What are tour brochures?
5. Describe the Types of Passport.

**PART - B**

**(4 x 15 = 60 Marks)**

**Answer any FOUR questions**

6. Sketch the role and functions of AAI.
7. Explain the process of Airlines Ticketing.
8. Examine the role and functions of IATA.
9. Describe the guidelines for basic fare construction for One-Way Trip.
10. Explain the Leading Airlines Reservation Systems.
11. Describe the key steps in the process of Tourism Planning.
12. Discuss the various documents used for Travel Formalities.

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**FIRST YEAR**  
**TICKETING AND FARE CONSTRUCTIONS**

**Time : 3 Hours**

**Maximum Marks : 70**

**PART - A**

**(5 x 5 = 25 Marks)**

**Answer any FIVE Questions out of eight questions in 300 words**  
**All questions carry equal marks**

1. Write about the five freedoms of air.
2. How do you find the cheapest airfare? Explain.
3. Explain the benefits of IATA membership.
4. What is airline ticketing and reservation?
5. What are the types of passport?
6. Write a note on Travel Information Manual (TIM).
7. Explain the Air India air port services.
8. Point out the features of an online booking system.

**PART - B**

**(3 x 15 = 45 Marks)**

**Answer any THREE Questions out of Five question in 1000 words**  
**All questions carry equal marks**

9. Write an essay on the types of air transport in India.
10. Discuss the different components of the Air Fare.
11. Examine the factors and Constraints on Airline Scheduling.
12. Describe the different types of tourism in India.
13. Evaluate India's new guidelines for international travels.

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**FIRST YEAR**  
**FRONT OFFICE MANAGEMENT**

**Time: 3 Hours**

**Maximum Marks: 70**

**PART - A**

**(5 x 5 = 25 Marks)**

**Answer any FIVE Questions.**

1. What are the characteristics of a front office?
2. Explain briefly about the arrival and departure register.
3. Point out the duties of a Bell captain.
4. Brief the importance of Front Office Communication.
5. Write a note on Guest cycle stage.
6. Explain the philosophy behind handling guest complaints.
7. What are the methods of payment in the Hotels?
8. Write a note on Foreign Exchange Regulations.

**PART - B**

**(3 x 15 = 45 Marks)**

**Answer any THREE Questions.**

9. Examine the duties and responsibilities of a front office manager.
10. What do you mean by budget cycle? Explain different types of budget.
11. Write an essay on Front Office Accounting system.
12. Describe the function of registration records and registration cards.
13. Discuss the role and prospects of Information and Technology in hotels.

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**SECOND YEAR**  
**TOURISM AND HUMAN RIGHTS**

**Time: 3 Hours**

**Maximum Marks: 75**

**PART - A**

**(3 x 5 = 15 Marks)**

**Answer any THREE questions**

1. State the significance of the Bill of Rights.
2. What do know about the Helsinki Charter?
3. Explain the Fundamental Rights.
4. What is drug trafficking?
5. Explain Fragile Eco system.

**PART - B**

**(4 x 15 = 60 Marks)**

**Answer any FOUR questions**

6. Describe the Bill of Rights and Bill of Man in detail.
7. Estimate on the significance of the World Conference of Human rights held in 1992.
8. Give a detailed account of the Amnesty International.
9. Write an essay on the Trafficking in children.
10. Elaborate on the disposition and displacement of people.
11. Highlight on the rules and laws that have been enforced to protect environment.
12. Explain the issues in Community rights violation.

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**SECOND YEAR**  
**ECO TOURISM**

**Time: 3 Hours**

**Maximum Marks: 75**

**PART - A**

**(3 x 5 = 15 Marks)**

**Answer any THREE questions**

1. What is Eco Tourism?
2. What is a privately owned protected area?
3. Explain the Western influence of Tourism on the society.
4. What do you know about the International Tourism Society?
5. Explain Club Ownership.

**PART - B**

**(4 x 15 = 60 Marks)**

**Answer any FOUR questions**

6. Elaborate on the various types of Eco Tourism.
7. Estimate on the Indigenous territories.
8. Give a detailed account of the environmental impact of Tourism.
9. Write an essay on the development indicators for destination sustainability.
10. Elaborate on the place of Eco Tourism in Public Policy and Planning.
11. Point out the significance of tour operations.
12. Explain the various types of Clubs in detail.

**P.G. DEGREE EXAMINATION - JUNE 2021**  
**TOURISM AND TRAVEL STUDIES**  
**SECOND YEAR**  
**PERSONNEL MANAGEMENT**

**Time: 3 Hours**

**Maximum Marks: 75**

**PART - A**

**(3 x 5 = 15 Marks)**

**Answer any THREE questions.**

1. Give brief note on the principles of Personnel Management.
2. Write a short note on the Recruitment process.
3. What is meant by Time Managements and Mention its significance?
4. List out the types and methods of Personnel training.
5. Point out the impact of Drug addiction that has led to the lower utilization human resources.

**PART - B**

**(4 x 15 = 60 Marks)**

**Answer any FOUR questions.**

6. Examine the impact of the west in the Personal Management.
7. Discuss the various types of training and different methods of training.
8. Critically analyst the challenges in the process of maintenance of office records.
9. Discuss the importance of 'Filling System' and 'Office Automation'.
10. Highlight the various ways for the enrichment of Personnel appraisal.
11. Examine the correlation in the Personnel Auditing and achieving the objectives of the organisation.
12. Assess the impact of various types of Addictions and Mention few ways for Deaddiction.