

P.G. DEGREE EXAMINATIONS – JULY 2024.

Tourism and Travel Studies

First Semester

BASIC CONCEPTS OF TOURISM

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Explain international and domestic tourism with examples.
2. Mention with examples any five types of Niche Tourism.
3. Write a note on Rural Tourism with reference to European countries.
4. Describe the key features of Tourism Products.
5. Outline the ecological impact of tourism activities in rural areas.

6. Briefly explain types of Tour Packages.
7. What are the five A's in tourism?
8. Highlight the significance of employment opportunities in Tourism sector.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Explain the historical growth of tourism through the ages.
 10. Who is a tourist and explain the characteristics?
 11. List out some of the initiative recently brought out in Canada to promote tourism.
 12. Describe an itinerary and explain its importance in tourism industry.
 13. Point out ways in which sustainable tourism can be practiced with reference to protecting the environment.
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P.G. DEGREE EXAMINATIONS – JULY 2024.

Tourism and Travel Studies

First Semester

TICKETING AND FARE CONSTRUCTIONS

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Explain the Five Freedoms of Air.
2. Enlist the various air ticket related traffic documents.
3. Describe the various facilities provided by airports for passengers.
4. Discuss the process of Tour Operation in selling tourism product.
5. Write a note on TIM.

6. Describe the various types of aircrafts.
7. Point out the importance of Air Passenger Insurance Services.
8. Elaborate on Custom Tours.

PART B — ($3 \times 15 = 45$ marks)

Answer any **THREE** questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Write in detail about Airline Catering.
 10. Discuss the basic elements of airfares.
 11. Highlight the guidelines for fare construction.
 12. List out the important travel documents required for an international travel.
 13. Outline the significance of Visas in international travel.
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P.G. DEGREE EXAMINATIONS – JULY, 2024.

Tourism and Travel Studies

First Semester

FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Brief 'Guest Cycle'.
2. Discuss ROI method in revenue forecast.
3. Describe the various types of registration records.
4. Write a note on Guest Folio.
5. Who is a Concierge? Discuss the role of a Concierge.
6. Point out the expectations of a guest in a hotel.

7. What do you know about CRS?
8. Write a note on Valet Parking.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Discuss the functions of a front office department in hotels.
10. Highlight the plans that are available in accommodation of a hotel.
11. Describe the rights and liabilities of hotels and travel agencies in room reservation.
12. What are credit cards? Highlight the procedure for handling credit cards in a hotel.
13. Explain the methods and procedures of handling luggage in a hotel.

P.G. DEGREE EXAMINATIONS – JULY, 2024.

Tourism and Travel Studies

First Semester

INTRODUCTION TO TRAVEL MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Explain Travel Trade.
2. Discuss the role of a Tour Manager in organizing a tour.
3. Elaborate in the main aims of Tourism Planning.
4. Write a note on India's tourism Policy, 1982.
5. Describe the provisions of Environment (Protection) Act, 1986.
6. Write a note on ITB.

7. Explain Travel Mart.
8. List out the basic concepts of planning in tourism.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Bring out the structure of Tourism Industry.
 10. How are package tours classified?
 11. Discuss the importance of Environmental Planning in tourism industry.
 12. Highlight the role of planning in tourism industry.
 13. Describe the role of the Central Government in protecting and preserving the ancient monuments in our country.
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P.G. DEGREE EXAMINATIONS – JULY 2024.

Tourism and Travel Studies

First Semester

COMMUNICATIONS AND PUBLIC RELATIONS

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Discuss the social relevance of communication.
2. Describe David K. Berlow's model of communication.
3. Write a note on Market Segmentation.
4. Highlight the various PR techniques.
5. Examine the importance of Public Speaking Skills.
6. Write a note on the magic bullet theory.

7. Enlist the major functions of Public Relations.
8. Point out various methods of interviews used by employers to employ a person.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Why is communications important in travel and tourism business?
 10. Discuss the major tools of communication.
 11. Bring out the various steps in developing effective marketing communications.
 12. Define Public Relations and bring out its main objectives.
 13. Explain the various Presentation Techniques used by sales personnel.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Second Semester

TOURISM AND HUMAN RIGHTS

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Define Human Rights.
2. Write about the Magna Carta.
3. Explain briefly the Bill of Rights.
4. Brief the Mexico Declaration.
5. Give a note on the European convention of Human Rights.
6. Explain the Amnesty International.

7. Write a note on the Tourism Public Safety and Health.
8. Give an account on Community Rights Violation.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions.

9. Trace the historical Evolution of Human Rights and its development.
 10. Analyse the European convention of Human Rights.
 11. Write an essay on Fundamental Rights Guaranteed by our constitution.
 12. Sketch the Trafficking in Women and Children Drug.
 13. Examine the reasons for violation of Human Rights in Tourism?
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Second Semester

ECO TOURISM

Time : 3 hours

Maximum marks : 70

I. PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions.

1. Define – Eco Tourism.
2. Brief the various types of Eco Tourism.
3. Explain the Cultural impact on Local Communities in Tourism.
4. State the role of Tourism in economic development.
5. Write about the different types of club organisation and operations in tourism.

6. Write about the Star Hotels.
7. Why is tourism planning important for a country?
8. What are the characteristic of a tour operator?

II. PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions.

9. Discuss about the Eco-Tourism destinations in India.
 10. What are the main objectives of Eco Tourism Policies in India?
 11. Write an essay the types of accommodation.
 12. Explain – Basic amenities of Tourism in India.
 13. Examine the role of Tour Guides in Promoting Tourism.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Second Semester

PERSONAL MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Give an account of the personal management.
2. Write a note on the impact of the East and the West.
3. What do you mean by role of Personal Department?
4. Give the importance of Records.
5. Write a note on filing system.
6. Give a short note on Time office.

7. What is the objective of Labour?
8. Write about the Drug Addiction.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions.

9. Write an essay on the Development of Personal Management in India.
 10. What are the retirement benefits available to the Government servants?
 11. Explain the functions of Assignment of Personal Tasks.
 12. Examine the role of Supervisor in the Modern Trend.
 13. Discuss the Job enrichment advantages and disadvantages.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Second Semester

**TOURISM PROMOTION, PUBLICITY AND
MARKETING**

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Define Importance of Tourism in India.
2. Write about the role of Audio and Visual on the development of Tourism.
3. Tourism Marketing Mix — Explain.
4. Write a note on importance of Photography in Tourism.
5. Write a note on Home Hospitality.
6. What is the Marketing method of Tourism?

7. Write a note on the role of exhibition on the development of tourism.
8. Write about the importance of Paying Guest System.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions.

9. Explain the International Tourism and advantage of International Tourism.
 10. 'Tourism is a tool for Economic Growth'. Justify.
 11. Describe about the types of publicity method used in Tourism.
 12. Evaluate the Economic and Social impact of Tourism.
 13. Evaluate the growth of Hotel Industry through Tourism.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Second Semester

TOURISM RESOURCES OF INDIA

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. What is Tourism? Explain the scope of Tourism.
2. Explain the various types of Tourism Resources.
3. Write a note on Folk Dance.
4. Mention the types of tourism resources.
5. Write about the mountaineering.
6. What is cultural tourism?

7. Examine the importance of Handicrafts in Tourism.
8. Give a note on Indian culture and society.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions.

9. Write the major hill station in India and state its significance.
 10. 'India is a land of cultural destination'. Discuss.
 11. Describe the various religious festivals celebrated in India.
 12. Write an essay on the various types of dances in India.
 13. Mention the importance of Textile Industry of India.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Third Semester

BUSINESS OF TOURISM

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

All questions carry equal marks.

1. Describe the scope of Tourism.
2. Explain the economic significance of tourism.
3. State the travel motivators.
4. Explain the objectives Sergeant Committee.
5. Write a note on levels of planning.
6. Describe cultural tourism with an example.

7. What are physical and interpersonal motivators in tourism?
8. State the importance of the Ministry of Tourism in India.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1,000 words.

All questions carry equal marks.

9. Explain the different categories of tourism in detail.
 10. Describe the socio-economic impacts of tourism.
 11. Discuss the basic components of tourism industry.
 12. Assess the role of ITDC and TTDC.
 13. Describe the National Tourist Office (NTO) and the importance of national plans and state plans.
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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Third Semester

GLOBAL TOURISM

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

All questions carry equal marks.

1. State prominent tourist attractions in Australia.
2. Describe the popular attraction in the UK.
3. Illustrate Jerusalem and Bethlehem as religious destination.
4. Write a note on Malaysia as a popular tourist destination.
5. Discuss the cultural impacts of Global Tourism.

6. Mention the well-known attractions in North America.
7. Explain Egypt as a cultural destination.
8. Describe any two Southeast Asian countries and their tourism potentials.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1,000 words.

All questions carry equal marks.

9. Define Global tourism. Write a detailed note on the history of Global tourism.
10. Describe the prominent tourist attractions in Europe.
11. Give a detailed note on tourist attractions in Africa.
12. Explain the emerging destinations in South Asia.
13. Discuss the recent trends and challenges of Global tourism.

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P.G. DEGREE EXAMINATION — JULY 2024.

Tourism and Travel Studies

Third Semester

HOTEL MANAGEMENT AND CATERING

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

1. Write note on the origin and growth of hotels.
2. Discuss the types of catering.
3. List out the types of menus.
4. Describe the procedures for serving beverages.
5. Explain the new trends in the hotel industry.
6. Brief the major International Hotel Chains in India.

7. Discuss the role of fast food restaurants in the hotel industry.
8. Write a note on Capsule hotels.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1000 words.

All questions carry equal marks.

9. Explain the aim, objective and role of FHRAI IH and RA.
10. Discuss the classifications of Catering establishments.
11. Describe the menu patterns, menu designs pointers considerations and constraints in menu planning.
12. Give a detailed account of types of food services and beverages.
13. Explain types of hotels.

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P.G. DEGREE EXAMINATION – JULY, 2024.

Tourism and Travel Studies

Third Semester

**HUMAN RESOURCE MANAGEMENT FOR
TOURISM**

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

All questions carry equal marks.

- 1. Mention the skills required for Human resource management.**
- 2. Write a brief note on the selection process.**
- 3. List out the types of pay systems.**
- 4. What are the steps involved in Training and development?**
- 5. Discuss the rights of the employees.**

6. Describe the goals of Compensation and developing a compensation package.
7. Give a note on Job analysis and job descriptions.
8. Explain employee performance and disciplinary issues.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of FIVE questions in
1000 words.

All questions carry equal marks.

9. Explain Human Resource Management, the role and challenges of Human Resource management.
10. Give a detailed account of the Job recruitment strategy and processes.
11. Describe the plans and strategies involved in retention and motivation.
12. Explain and elucidate types of training, training delivery and training programme.
13. Discuss the Employee assessment systems and appraisal methods.

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Tourism and Travel Studies

Third Semester

ENTREPRENEURSHIP TOURISM

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

All questions carry equal marks.

1. Discuss the meaning and definition of Entrepreneurship.
2. Explain the theories of entrepreneurship.
3. Evaluate the policy measures for tourism entrepreneurship in India.
4. What is the role of government in entrepreneurial planning?

5. Brief the selection of appropriate ownership structure.
6. Explain ownership structure.
7. Mention the challenges faced by women entrepreneurship.
8. What is the entrepreneurial climate?

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1000 words.

All questions carry equal marks.

9. Describe the evolutions, types and functions of entrepreneurship.
10. Explain the motivations for entrepreneurship and the motivational cycle in tourism.
11. Discuss the entrepreneurial process and the tourism entrepreneurial competencies.
12. Give a detailed note on financial planning and its importance for entrepreneurship.
13. Elucidate the challenges in tourism entrepreneurship.

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**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Fourth Semester

INFORMATION TECHNOLOGY IN TOURISM

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions
in 300 words.**

All questions carry equal marks.

- 1. Discuss the need for Information Technology in Tourism.**
- 2. Write a note on Software Automation.**
- 3. List any five advantages of Computerized reservation system.**
- 4. Draw a neat format of a railway e-ticket.**
- 5. Explain the significance of Facebook in Tourism.**

6. Highlight the features of video-conferencing.
7. Throw light on the benefits of Television to a common man.
8. Elaborate on the usefulness of mobile phones to tourists.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions
in 1000 words.

All questions carry equal marks.

9. Summarize the different types of computers.
10. Explain any three mobile apps and its features.
11. Analyze the role of Global distribution system in Tourism.
12. List any ten information that can be seen in an e-ticket.
13. 'Customer Service' is the most important component of CRM in Tourism. Justify the statement.

**P.G. DEGREE EXAMINATION —
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Tourism and Travel Studies

Fourth Semester

ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions
in 300 words.**

All questions carry equal marks.

1. Sketch the historical evolution of Organizational Behaviour.
2. Outline the significance of group dynamics in Organizational Behaviour.
3. Defend the need for open communication in an Organization.
4. List out any five skills of a successful leader.
5. Justify how regular exercise aids in stress relief.

6. Highlight the advantages of oral communication in an organization.
7. Throw light on the impact of 'Reward power' in an organization.
8. Exhibit the need for 'resilience' in an organization.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions
in 1000 words.

All questions carry equal marks.

9. Examine the characteristic features of Organization Behaviour.
10. Analyze the various stages of 'Group Process' in organization behaviour.
11. Discuss the importance of 'Grapevine' communication.
12. Choose any one famous personality from India and evaluate their leadership qualities with examples.
13. 'Individual basic dispositions are the main reason for potential stress'. Exemplify.

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**P.G. DEGREE EXAMINATION —
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Tourism and Travel Studies

Fourth Semester

TOURISM AND LAW

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions
in 300 words.**

All questions carry equal marks.

1. Discuss the importance of laws in tourism.
2. Explain how contracts and agreements are applied in the field of tourism.
3. Defend the need for using effective company laws in tourism sector.
4. Narrate the procedure to obtain a passport.
5. Write notes on Aviation Laws.

6. List out any 5 branches of law.
7. Illustrate 'indemnity' with an example.
8. Exhibit the significance of 'Ancient Monuments Act'.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions
in 1000 words.

All questions carry equal marks.

9. Elaborate the different types of law.
 10. Analyze the basic elements of 'contracts'.
 11. Discuss the general principles of 'company law'.
 12. Explain the 'Foreigners Registration Act' in detail.
 13. Discuss various laws related to Tourists Attractions.
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MTTSS-44

**P.G. DEGREE EXAMINATION —
JULY 2024.**

Tourism and Travel Studies

Fourth Semester

AIRPORT MANAGEMENT

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

**Answer any FIVE questions out of Eight questions
in 300 words.**

All questions carry equal marks.

1. List out any five major airlines operating in India.
2. Write any five duties of a flight attendant.
3. Outline the responsibilities of Airport security.
4. Discuss the importance of 'Travel Insurance'.
5. List any five special needs that the passengers might request.

6. Draw a neat format of a flight boarding pass.
7. Throw light on the necessity of obtaining a medical insurance for travel.
8. Exhibit the essence of Aviation Laws.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions
in 1000 words.

All questions carry equal marks.

9. Sketch the history of Aviation.
10. Discuss the functions of Federal Aviation Administration (FAA).
11. Draw and explain a neat layout of an Airport.
12. Illustrate the check-in process followed in an airport.
13. Write short notes on
 - (a) VIP travelers
 - (b) Families with Children
