

PG-CS-1023 MTTSS-11

**P.G. DEGREE EXAMINATION -
FEBRUARY 2023.**

Tourism and Travel Studies

First Semester

BASIC CONCEPTS OF 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. Give the definitions of tourism.
2. Differentiate the terms 'tourist' and 'visitor'.
3. Mention the concept of Agricultural tourism.
4. What is tour itinerary? How do you plan an international tour?
5. What are the different agencies working towards the conservation of world environment?

6. What are the challenges involved in the rural tourism of Canada?
7. State of growth of 'Green tourism' in rural Japan.
8. How can citizens promote environmental awareness.

PART B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Discuss the factors responsible for the growth of tourism.
10. Who is a domestic tourist? Explain the role of tourism in Indian economy.
11. What is agricultural tourism? Discuss the role of agro-tourism in German economy.
12. Examine the types of tour packages.
13. Elucidate the tourism effects on environment.

**P.G. DEGREE EXAMINATION -
FEBRUARY 2023.**

Tourism and Travel Studies

First Semester

TICKETING AND FARE CONSTRUCTIONS

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. What is Air Traffic Control and Controlled Air Space?
2. Sketch about the documents and information required to book a flight ticket.
3. Mention the airport handling procedure in Chennai.
4. What is tour brochure? What are the information it should contain?
5. Make a note on air travel insurance.

6. Explain the baggage allowance in India on domestic flights in economy class.
7. Write the different components of Air Fare.
8. How does Billing and Settlement Plan work?

PART B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Discuss the Indian Civil Aviation Policy of 2016.
10. Examine the different classes of journey and their prices and make a note on special fare.
11. Analyse the issues and challenges faced by Airlines today.
12. Explain the stages involved in structuring a tour package.
13. Differentiate passport and visa. Explain the various types of passports and visas.

**P.G. DEGREE EXAMINATION -
FEBRUARY 2023.**

Tourism and Travel Studies

First Semester

FRONT OFFICE MANAGEMENT

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. Define the guest cycle.
2. What do you know about room rates?
3. State the significance of group arrival.
4. What is cashing credit?
5. Point out the significance of Door care.
6. Highlight on the various front office forms used and issued.
7. What are Inter departmental communications?
8. Specify the Luggage procedure followed at the guest arrival.

PART B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Elucidate on the working of the Front office system and Communications.
 10. Describe the Front office Management functions in detail.
 11. Give a detailed account of the documents generated in relation to registration.
 12. Elaborate on the aspects pertaining to Front office accounting.
 13. Write a detailed essay on the Bell service.
-

PG-CS-1026

MTSS-14

**P.G. DEGREE EXAMINATION -
FEBRUARY, 2023**

Tourism and Travel Studies

First Semester

INTRODUCTION TO TRAVEL MANAGEMENT

Time : 3 hours

Maximum marks : 70

SECTION A — (5 × 5 = 25 marks)

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

1. Define the role of Travel Industry.
2. Write a note on Tour-Package.
3. What are the activities of post Tour management?
4. Explain the role of planning in Management.
5. Write a note on Archaeological survey of India (ASI).
6. Bring out the steps in Human Resource planning.
7. Discuss the importance of Ancient monuments preservation Act 1904.
8. Explain the components of sustainable development

SECTION B — (3 × 15 = 45 marks)

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

9. Explain the advantages of Tourism.
 10. Describe the Elements of a Tour operator.
 11. Narrate the basic concepts in Tourism planning.
 12. Discuss the planning aspect of Tourism.
 13. Examine the purpose and importance of the Environment protection Act, 1986.
-

**P.G. DEGREE EXAMINATION –
FEBRUARY, 2023.**

Tourism and Travel Studies

First Semester

COMMUNICATIONS AND PUBLIC RELATIONS

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the relevance of communication.
2. Explain the sources of selecting the message.
3. Mention the job description of sales personnel.
4. Discuss the types of Lobbying.
5. Explain the most popular interview techniques.
6. What is direct mail package?

7. Explain the ways to get feed back from others.
8. Discuss the functions of press relations.

PART B — (3 × 15 = 45 marks)

Answer any THREE questions.

9. Describe the needs for communication.
 10. Explain the different channels of communication.
 11. Describe the ways to determine Target Audience.
 12. Analysis low public relations is important in the promotion of tourism.
 13. Examine the types of presentation techniques.
-

PG-CS-1028 MTTSS-21

**P.G. DEGREE EXAMINATION -
FEBRUARY 2023.**

**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 out of Eight questions
in 300 words each.

All questions carry equal marks.

1. What is the scope of human rights in tourism?
2. Make a note on Mexico Declaration.
3. Why human rights are called fundamental rights?
4. What are the consequences of trafficking of women in India?
5. What are the regulated activities in the Coastal Regulation Zones in India?
6. Point out the functions of human rights.

7. Suggest some ways to prevent drug trafficking.
8. How far human trafficking affects tourism development?

PART B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Discuss the significance of the Magna Carta of Britain.
10. Examine the fundamental rights found in the Indian constitution.
11. How does Amnesty International help to campaign for human rights across the world?
12. Estimate the safety and security in the age of global tourism.
13. Critically analyse the Third World perspective of human rights and tourism development.

PG-CS-1029

MTSS-22

**P.G. DEGREE EXAMINATION -
FEBRUARY, 2023**

Tourism and Travel Studies

Second Semester

ECO-TOURISM

Time : 3 hours

Maximum marks : 70

SECTION A — (5 × 5 = 25 marks)

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

All questions carry equal marks.

1. Define the term 'Eco tourism'.
2. What are the factors required to be considered to promote Eco tourism?
3. How are Eco tourism benefit the local communities socially and culturally?
4. Make a note on the International Eco Tourism Society.
5. Write the role of tour operators in Eco tourism.
6. How is Eco tourism a boon for indigenous people?

7. Is Eco tourism sustainable? Illustrate with example.
8. Briefly sketch about the types of clubs.

SECTION B — (3 × 15 = 45 marks)

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

9. Discuss the challenges and opportunities for the growth of Global Eco tourism.
 10. Examine the sustainability of Eco tourism in protected areas.
 11. Elucidate the environmental impact of Eco tourism.
 12. Analyse the role of Indian Government in Eco tourism promotion.
 13. How Eco tourism could be considered as a business activity?
-

PG-CS-1030

MTTSS-23

**P.G. DEGREE EXAMINATION -
FEBRUARY, 2023**

Tourism and Travel Studies

Second Semester

PERSONNEL MANAGEMENT

Time : 3 hours

Maximum marks : 70

SECTION A — (5 × 5 = 25 marks)

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

All questions carry equal marks.

1. Explain the scope of personnel management.
2. Bring out the structure of recruitment process.
3. What is a task assignment?
4. What are the main objectives of management?
5. Write a note on Absenteeism.
6. What do you understand by labour Turnover?
7. Write a note on Drug Addition.
8. Examine the importance of transactional analysis.

SECTION B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Analyse the main functions of personnel management.
 10. Discuss the methods of performance appraisal and highlight the merits and demerits.
 11. Describe the role of the office of personal management.
 12. Analyse the objectives of personnel Audit.
 13. Differentiate the personnel problems and Fatigue problems.
-

PG-CS-1031

MTSS-24

**P.G. DEGREE EXAMINATION -
FEBRUARY, 2023**

Tourism and Travel Studies

Second Semester

**TOURISM, PROMOTION, PUBLICITY AND
MARKETING**

Time : 3 hours

Maximum marks : 70

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE questions

1. Define International Trade.
2. Explain the main purpose of Advertising in Tourism.
3. What role play in photography in Tourism Industry.
4. Describe the importance of Home Hospitality
5. Give a short note on catering.
6. Explain the Elements of International Trade.
7. List out the tools of multi-media presentation.
8. What are the services provided by a Hotel?

SECTION B — (3 × 15 = 45 marks)

Answer any THREE questions

9. Explain the contributions of Tourism in International Trade.
 10. Describe the main purpose of film and multimedia presentations in Tourism.
 11. Discuss the role of photography in Tourism.
 12. Analyse the components of hospitality in Tourism.
 13. Narrate the role of media in disseminating tourism Information.
-

PG-CS-1032 MTTSSSE-25

**P.G. DEGREE EXAMINATION -
FEBRUARY 2023.**

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 out of Eight Questions
in 300 words each.

All questions carry equal marks.

1. Write the salient features of man-made tourism resources in India.
2. What is a rafting? What are the rivers suitable for rafting in India?
3. Bring out the activities of Onam festival of Kerala State.
4. Write a note on culture, tradition and heritage.
5. Explain the craftsmanship of coir products in Kerala and the promotion of Indian tourism.

6. Make a note on parasailing.
7. Bring out the cultural importance of Chola temples in Tamil Nadu.
8. How far Indian Jewellery designs attract the tourists?

PART B — (3 × 15 = 45 marks)

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

All questions carry equal marks.

9. Describe the salient features of natural tourism resources in India.
10. Examine tourism and its latest trends in India.
11. Discuss in detail the national festivals of India.
12. Give an account of the cultural tourist potentials of India.
13. Write an essay on the Surajkund International Crafts Mela.