

TTS-2016

प्रश्न पुस्तिका / QUESTION BOOKLET

कोड / CODE : 13

क्रम संख्या /
SR.No.

800029

पुस्तिका में पृष्ठों की संख्या /
Number of Pages in Booklet : 24

पुस्तिका में प्रश्नों की संख्या /
Number of Questions in Booklet : 120

13

समय / Time : 2.00 घंटे / Hours

पूर्णांक / Maximum Marks: 120

INSTRUCTIONS

1. Answer all questions.
2. All questions carry equal marks.
3. Only one answer is to be given for each question.
4. If more than one answers are marked, it would be treated as wrong answer.
5. Each question has four alternative responses marked serially as 1, 2, 3, 4. You have to darken only one circle or bubble indicating the correct answer on the Answer Sheet using **BLUE BALL POINT PEN**.
6. After opening the envelope the candidate should ensure that Serial Number of the Question Paper and Answer Sheet must be same. In case they are different, a candidate must obtain envelop of another set of Question paper & O.M.R. Sheet of the same Serial Number. Candidate himself shall be responsible for ensuring this.
7. Mobile Phone/Bluetooth Devices or any other electronics gadget in the examination hall is strictly dealt as per rules.
8. Please correctly fill your Roll Number in O.M.R. Sheet. 5 Marks will be deducted for filling wrong or incomplete Roll Number.

Warning : If a candidate is found copying or if any unauthorized material is found in his/her possession, F.I.R. would be lodged against him/her in the Police Station and he/she would liable to be prosecuted under Section 3 of the State Prevention of Unfair means Act, 1992 and Board Regulations. Board may also debar him/her permanently from all future examination of the Board.

निर्देश

1. सभी प्रश्नों के उत्तर दीजिए।
2. सभी प्रश्नों के अंक समान हैं।
3. प्रत्येक प्रश्न का केवल एक ही उत्तर दीजिए।
4. एक से अधिक उत्तर देने की वशा में प्रश्न के उत्तर को गलत माना जावेगा।
5. प्रत्येक प्रश्न के चार वैकल्पिक उत्तर दिये गये हैं, जिनमें क्रमशः 1, 2, 3, 4 अंकित किया गया है। अभ्यर्थी को सही उत्तर निर्दिष्ट करते हुए उनमें से केवल एक गोले अथवा बबल को उत्तर-पत्रक पर नीले बॉल प्वाइंट पेन से गहरा करना है।
6. प्रश्न-पत्र पुस्तिका एवं उत्तर पत्रक के लिफाफे की सील खोलने पर परीक्षार्थी यह सुनिश्चित कर लें कि उसके उत्तर पत्रक पर वही क्रमांक अंकित है जो प्रश्न-पत्र पुस्तिका पर अंकित है। इसमें कोई भिन्नता हो तो वीक्षक से समान क्रमांक के प्रश्न-पत्र एवं उत्तरपत्रक का दूसरा लिफाफा प्राप्त कर लें। ऐसा ना करने पर जिम्मेदारी अभ्यर्थी की होगी।
7. मोबाईल फोन/ब्लूटूथ डिवाइस अथवा इलेक्ट्रॉनिक यंत्र का परीक्षा हॉल में प्रयोग पूर्णतया वर्जित है। यदि किसी अभ्यर्थी के पास ऐसी कोई वर्जित सामग्री मिलती है तो उसके विरुद्ध बोर्ड द्वारा निवमानुसार कठोर कार्यवाही की जावेगी।
8. कृपया अपना रोल नम्बर ओ.एम.आर. पत्रक पर सावधानी पूर्वक सही भरें। गलत या अपूर्ण रोल नम्बर भरने पर 5 अंक कुल प्राप्तांकों में से काटे जायेंगे।

चेतावनी : अगर कोई अभ्यर्थी नकल करते पकड़ा जाता है या उसके पास से कोई अनाधिकृत सामग्री पाई जाती है, उस अभ्यर्थी के विरुद्ध पुलिस में प्राथमिकी दर्ज कराई जावेगी और राज्य अनुचित साधनों की रोकथाम अधिनियम, 1992 की धारा 3 एवं बोर्ड रेग्यूलेशन के तहत कार्यवाही की जावेगी। साथ ही बोर्ड ऐसे अभ्यर्थी को भविष्य में होने वाली बोर्ड की समस्त परीक्षाओं से विवर्जित कर सकता है।

इस परीक्षा पुस्तिका को तब तक न खोलें जब तक कहा न जाए।

Do not open this test booklet until you are asked to do so.

TTS

- 1) Which one of the following is not an element involved in promotional activity of an event.
- 1) Image
 - 2) Advertising
 - 3) Accounting
 - 4) Publicity
- 2) Aim of promotional strategy is to ensure
- 1) Consumer becomes aware about the event
 - 2) Consumer makes the purchase
 - 3) Consumer makes a decision to purchase
 - 4) Consumer makes a decision to purchase and follow up with purchasing
- 3) First step for most of the events is
- 1) Branding
 - 2) Merchandising
 - 3) Marketing
 - 4) Organizing
- 4) Which one of the following pair is most suitable factors for selection of appropriate media used in advertising of an event
- a. Cost
 - b. Contents of advertisement
 - c. Market segment
 - d. Time when to advertise
- 1) a, b, c
 - 2) b, c, d
 - 3) a, c, d
 - 4) a, b, d
- 5) Which one is not an advertising form
- 1) Print
 - 2) Letter
 - 3) Television
 - 4) Internet
- 6) In a broadcast media which one of these people should not be contacted
- 1) Station manager
 - 2) News announcers
 - 3) Editor
 - 4) Radio personalities
- 7) Which of the following is not a role of public relations?
- 1) Manage image of organization & event
 - 2) Inform media about negative incidents of any description
 - 3) Influencing the sponsors
 - 4) Entertainment of guests

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- 8) Which of the following is most important element in preparing an event concept?
- 1) Venue
 - 2) Theme
 - 3) Purpose
 - 4) Audience
- 9) Which of these may not be a main purpose of an event?
- 1) Making profit
 - 2) Exchanging information
 - 3) Providing entertainment
 - 4) Community purpose
- 10) Which of the following pair is having best of factors in choosing venue for an event?
- a. Ambience
 - b. Food
 - c. Safety
 - d. Seating capacity
- 1) a,b,c
 - 2) a,c,d
 - 3) b,c,d
 - 4) a,b,d
- 11) Which of these following is not a time related factor in an event
- 1) Season
 - 2) Weather
 - 3) Day of week
 - 4) Duration
- 12) In preparation of event proposal which one of following is not essential
- 1) Event type
 - 2) Location
 - 3) Traffic
 - 4) Date
- 13) Which one of pair from the following are planning tools in an event
- a. Run sheets
 - b. Layout
 - c. Grant charts
 - d. List
- 1) a,b
 - 2) b,c
 - 3) b,d
 - 4) a,c
- 14) In an event plan which one of these is odd one out
- 1) Audience
 - 2) Training session
 - 3) Event description
 - 4) Physical requirements
- 15) Which one of these logistical elements is not considered in event
- 1) Provision of basic service (water, electricity)
 - 2) Restroom facilities
 - 3) Transportation
 - 4) Access to the site

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- 16) In a logistics of an event which one of the following is not important
- 1) Getting things organized
 - 2) Getting manpower
 - 3) Getting things in the right place
 - 4) Tearing everything down
- 17) Which of the pair in an event that involves demands present in catering
- a. Food to be served hot
 - b. Managing cutlery for setup
 - c. Cooking food
 - d. Food to be served in short time
- 1) b, c, d
 - 2) a, c, d
 - 3) a, b, d
 - 4) a, b, c
- 18) Process of setting up does not involves
- 1) Policy making
 - 2) Installation of structures
 - 3) Readyng the facilities
 - 4) Technical demands to be taken care
- 19) Process of tearing down involves
- 1) Dismantling
 - 2) Proposing
 - 3) Organising
 - 4) Security
- 20) Logistical aspects of event merchandise sales does not involves
- 1) Transportation
 - 2) Inventory management
 - 3) Advertisement
 - 4) Database management
- 21) Which of the following is not a functional area for an event
- 1) Merchandising
 - 2) Staffing
 - 3) Cleaning & waste management
 - 4) Proposing
- 22) Which of the following pair is in sequence during an event
- a. Venue opened
 - b. Staff check-in and briefing
 - c. Staff commence shift
 - d. Checklists completed for safety ,cleaning, layout and supplies
- 1) a, b, c, d
 - 2) a, c, d, b
 - 3) a, d, b, c
 - 4) c, d, a, b

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- 23) Which one of these is not an airline reservation system
- 1) Computer Reservation System
 - 2) Central Reservation System
 - 3) Airline Reservation System
 - 4) Global Distribution System
- 24) Which one of these is not a fare type in airlines
- 1) Internet only
 - 2) Capacity controlled
 - 3) Unrestricted
 - 4) Government
- 25) Which of the pair shows different classes of service in airlines
- | | |
|-------------|-----------------|
| a. Business | b. First |
| c. General | d. Economy plus |
- 1) a, c, d
 - 2) a, b, d
 - 3) a, b, c
 - 4) b, c, d
- 26) Which of the following is not the responsibility of airlines to do
- 1) Offer the lowest fare for which the customer is eligible
 - 2) Do not allow to change travel plan 24 hours from initial reservation
 - 3) Disclose to passengers on request whether a flight is overbooked
 - 4) Provide information and policies about oversold flights
- 27) Customers ticket stands valid if following condition apply
- 1) If ticket has been purchased or used in a manner designed to circumvent applicable fare rules
 - 2) Purpose or status requirement associated with the fare category on the ticket is not met
 - 3) Comply with applicable stay-over requirements.
 - 4) Ticket is used for travel to a destination other than that specified on the ticket
- 28) Out of the following which reason is not valid for overbooking in airlines
- 1) Airlines remain with a lot of empty seats
 - 2) Guests cancels the tickets when they change their travel plan
 - 3) Airlines loses on revenue
 - 4) Guests do not cancel the tickets when they change their travel plan

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- 29) Which of these means voluntary denied boarding
- 1) Passenger willingly give up their seats
 - 2) Airlines deny boarding to selected passengers
 - 3) Passenger deny to board the flight
 - 4) Passenger is medically unfit and denied to board
- 30) Passengers are eligible for compensation if
- 1) Airline arranges substitute transportation that is scheduled to arrive at your destination within 1 hour of your originally scheduled arrival time
 - 2) Airline substitute a smaller plane for the one it originally planned to use
 - 3) Scheduled flight operates with planes that hold 60 or fewer passengers
 - 4) Passenger is having a confirmed reservation
- 31) Which one pair in case of cancellation/delay, airline company will do
- a. Confirm passengers on next flight to their destination
 - b. Not refund passenger ticket if it is non-refundable
 - c. Book on another carrier's flight
 - d. Not provide overnight accommodations
- | | |
|---------|---------|
| 1) a, b | 2) b, c |
| 3) c, d | 4) a, c |
- 32) Which one of these ways is not considered for an upgrade class
- | | |
|--|-------------------------------|
| 1) Flying for first time with an airline | 2) Purchase an upgrade |
| 3) Qualify for free upgrade | 4) Using frequent flyer miles |
- 33) Which one of the following reason is not applicable for price difference between same seats in flight
- 1) Passenger may have purchased the ticket at last moment
 - 2) Passenger may have purchased the ticket way before the date
 - 3) Passenger may be a friend of crew member
 - 4) Passenger may be a VIP

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- 34) Which one of the following GDS is world leader
- 1) Galileo
 - 2) Amadeus
 - 3) Sabre
 - 4) Worldspan
- 35) Which one of the following is not a functional component of GDS
- 1) Inventory management and display
 - 2) Pricing and fare-search engines
 - 3) Travel agency management
 - 4) Ticketing and document generators
- 36) Which one of the following is not a virtual travel agency
- 1) Expedia
 - 2) System One
 - 3) Orbitz
 - 4) Travelocity
- 37) Which pair has best of the tips to buy online air ticket
- a. Compare airfare results on several different websites
 - b. Always have paper ticket instead of e-ticket because of authenticity
 - c. If you're flexible with your travel plan consider using website that allows booking of deeply-discounted and completely non-refundable ticket.
 - d. Book your ticket several weeks in advance.
- 1) a, b, d
 - 2) a, b, c
 - 3) b, c, d
 - 4) a, c, d
- 38) Which of these may not be the potential problem in online reservation
- 1) Size of the web
 - 2) Complexity of international flights and GDS
 - 3) Finding particular website
 - 4) No access to travel agent negotiated rates
- 39) Which one of these steps is not the part of ticketing procedure
- 1) Confirm seats through a computer or other modes
 - 2) Checks the travel documents
 - 3) All entries in the ticket must be in small letters
 - 4) Write the full name of each city in an itinerary

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40) Which one of these is not a part of a reservation sheet used by travel agent for ticketing

- 1) Signature of passenger
- 2) Flight no.
- 3) Airline code
- 4) Tour plan

41) Which of the following pair is having different types of journey

- a. One Way
- b. Triangle trip
- c. Open Jaw
- d. Circle trip
- e. Round trip

- 1) a, b, d, e
- 2) a, b, c, d
- 3) a, b, d, e
- 4) a, c, d, e

42) An airline ticket may not have the following information

- 1) Tour code
- 2) Luggage
- 3) Itinerary box
- 4) Endorsement

43) Main coupons of airline tickets are one of the following pair

- a. Food coupon
- b. Flight coupon
- c. Auditor's coupon
- d. Agent's coupon

- 1) a, b, c
- 2) a, c, d
- 3) b, c, d
- 4) a, b, d

44) Domestic fares does not include

- 1) Airport tax
- 2) Base fare
- 3) Inland air travel tax
- 4) Passenger service fee

45) Which of these pair shows different types of visa

- 1) Tourist visa
- 2) H1B visa
- 3) Student visa
- 4) Couple visa

46) For a long term survival and growth which one of these is necessary

- 1) Product knowledge
- 2) Enthusiasm
- 3) Marketing knowledge
- 4) Promotion

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47) Marketing in service industry put most emphasis on

- | | |
|--------------------|------------|
| 1) Market research | 2) Systems |
| 3) Product | 4) Sales |

48) Unique features of tourism products is a following pair

- | | |
|-------------------|------------------|
| a. Intangibility | b. Perishability |
| c. Homogeneity | d. Heterogeneity |
| e. Inseparability | |
| 1) a, b, c, d | 2) a, c, d, e |
| 3) b, c, d, e | 4) a, b, d, e |

49) In which of these tourism sectors marketing strategies differ from company to company

- | | |
|------------|------------------|
| 1) Hotels | 2) Travel agency |
| 3) Airline | 4) Cruise |

50) Stages of tour marketing plan does not involve

- | | |
|------------------------|-------------------------|
| 1) Planning strategies | 2) Preparing schedules |
| 3) Marketing budget | 4) Individual traveller |

51) Package tour is combination several products which may not include

- | | |
|------------------|----------------|
| 1) Accommodation | 2) Shopping |
| 3) Transport | 4) Sightseeing |

52) Who is responsible for first package tour in world

- | | |
|-----------------------|---------------------|
| 1) Walter T. Brownell | 2) Sir Rowland Hill |
| 3) Thomas Cook | 4) Thomson |

53) Which of these is not a type of tour package

- | | |
|--------------|-----------|
| 1) Escorted | 2) Hosted |
| 3) Incentive | 4) Mixed |

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- 54) Escorted tours are beneficial for the tourists
- 1) Who are regular to travelling
 - 2) Who are planning to visit foreign count for the first time
 - 3) Who are looking for special package
 - 4) Who do want to be alone and enjoy entertainment
- 55) Which one of the following pair shows correct sequence
- | | |
|---|---------------------------------------|
| a. Group arrives and greeted by travel agency | b. Transfers group to hotel |
| c. Clear their baggage at airport | d. Inform about the local attractions |
- | | |
|---------------|---------------|
| 1) a, b, c, d | 2) a, b, d, c |
| 3) a, c, b, d | 4) b, c, a, d |
- 56) Which one of these is not a tour operator
- | | |
|----------------|---------|
| 1) Cox & Kings | 2) SITA |
| 3) RCI | 4) TCI |
- 57) Which pair has two basic components of a standard package tour
- | | |
|----------|-----------------------|
| a. Hotel | b. Travel |
| c. Food | d. Ground arrangement |
- | | |
|---------|---------|
| 1) a, c | 2) a, b |
| 3) b, c | 4) b, d |
- 58) Which of these is not a factor affecting tour designing
- | | |
|---------------------------|-----------------------|
| 1) Purpose of tour | 2) Legal requirements |
| 3) Weather of destination | 4) Tour period |
- 59) Idea for research of new destination may not because of
- 1) Social developments of the area
 - 2) Review of the questionnaire completed by the previous tour member
 - 3) Political developments of the area
 - 4) Money making
- 60) Which of these is a role of familiarisation trip
- 1) Familiarise hotel with guests
 - 2) Destination development
 - 3) Tourism organisations identify the facilities and amenities available at particular destinations
 - 4) Travel agents help guests to visit local attractions better

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- 61) Which of the following factors may not be reason for market research
- 1) Tourism promotion
 - 2) Size of tourism market
 - 3) Potential buyers of the tour package
 - 4) Facilities available and required at the destination
- 62) Which pair describes best to be considered for appointing handling agency
- | | |
|--|-------------------------------------|
| a. Experience of handling travel agency business | b. Reputation of agency |
| c. Credit facilities and competitive prices | d. Staff with only formal education |
- | | |
|------------|------------|
| 1) a, b, d | 2) a, c, d |
| 3) b, c, d | 4) a, b, c |
- 63) Which of the following is not a tour vendor/supplier
- | | |
|--------------|--------------------|
| 1) Airlines | 2) Car rentals |
| 3) Book shop | 4) Ground operator |
- 64) Which of these is not a hotel contracts with tour operator
- | | |
|---------------|------------------|
| 1) Guarantee | 2) Non-guarantee |
| 3) Allocation | 4) Run-the-House |
- 65) In guarantee contract hotel organisation
- 1) Close out the dates at any moment on a most popular date
 - 2) Guarantee a room with advance payment in full
 - 3) Does not guarantee a room on merely notification of booking
 - 4) Contract is long term like 5 years
- 66) Ancillary service suppliers does not include
- | | |
|-------------------------|-----------------------------|
| 1) Ground operators | 2) Overseas representatives |
| 3) Transport operations | 4) Airlines |
- 67) Negotiations with tour operators does not depend upon
- 1) Competition
 - 2) Tourist
 - 3) Demand and supply disparity of the destination
 - 4) Market

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68) Pricing decisions are hard to take because of the following

- 1) Complexity created by the seasonality of demand
- 2) Non-perishability of the product
- 3) Competition in the market
- 4) Flexibility of market

69) Tour brochure serves the purpose best in following pair

- a. Inform the clients about the products
- b. Pursue them to purchase it
- c. Guarantee of the services which client expects
- d. Description of itinerary

- | | |
|------------|------------|
| 1) a, b, d | 2) a, b, c |
| 3) b, c, d | 4) a, c, d |

70) A tour brochure may not contain following information

- 1) Travel documents required
- 2) Name of the overseas representative
- 3) Itinerary
- 4) Medical conditions

71) To make tour package widely known management may not consider

- 1) Promotion mix
- 2) Reservation & cancellation of clients
- 3) Budget available
- 4) Campaigning

72) Following method is not used to promote package tours

- 1) Familiarisation tours
- 2) Messaging
- 3) Middle men like Retail Travel agents
- 4) Building brand loyalty

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- 73) Which pair shows the actual operation of tours
- a. Sending advice to ground operators
 - b. Tour escorting
 - c. Promoting tour
 - d. Arranging travel formalities
 - e. Handling deposits
- 1) a, b, c, d 2) a, c, d, e
3) b, c, d, e 4) a, b, c, e
- 74) Main benefits of package tours does not include
- 1) Less use of foreign currency
 - 2) Provide bulk business to organisers
 - 3) Less cost/price
 - 4) Increase the seasonality of a destination
- 75) Package tour may fail in operation due to
- 1) Marketing strategies
 - 2) Co-ordination between public and private sector tourism enterprises
 - 3) Unethical advertising
 - 4) Effective costing and pricing structure
- 76) Main itinerary is not a
- 1) Tourist itinerary
 - 2) Bus driver's itinerary
 - 3) Tour manager's itinerary
 - 4) Travel agency itinerary
- 77) In tourist itinerary fam trips are responsible for
- 1) Accommodation
 - 2) Initial client itinerary
 - 3) Tourist budget
 - 4) Legal requirements
- 78) Which of these is not included in an itinerary planning tool
- 1) ABC Travel Guide
 - 2) World Hotel Guide
 - 3) Official Cargo Guide
 - 4) Official Airline Guide
- 79) Which pair shows the tour manager functions
- a. Making itinerary
 - b. Tour planning
 - c. Tour promotion/marketing
 - d. Control over costs
 - e. Tour handling
- 1) a, b, c, d 2) b, c, d, e
3) a, c, d, e 4) a, b, d, e

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80) Bus driver's itinerary does not include

- 1) Sightseeing points
- 2) Restricted areas for parking
- 3) Turn-around points
- 4) Cross points

81) Vendor's itinerary is important because

- 1) It ensures that transport will be arranged properly
- 2) It helps to process payment easily
- 3) It helps for special arrangements and offer scheduled services
- 4) It makes tourists feel good

82) Tour escort's itinerary is important because

- 1) It encourages them to prepare themselves better for presentation
- 2) They are experienced
- 3) They may not be along with the guests
- 4) It does not give directions for them

83) To develop best possible itineraries one should

- 1) Develop good commutation
- 2) Appoint good guide
- 3) Analyse the comment sheet of past tour participants and incorporate suggestions
- 4) Go through the documents required

84) Which one of the option shows correct sequence of itinerary preparation

- | | |
|------------------------|--------------------------------|
| a. Schedule your stops | b. Map it |
| c. Put it together | d. Identify what is to be done |
| 1) b, a, c, d | 2) c, a, b, d |
| 3) d, c, b, a | 4) d, b, a, c |

85) Which pair shows the principles of mapping

- | | |
|---|------------------------------------|
| a. Try to cover all spots even distance increases | b. Try to use the shortest route |
| c. Do not back track | d. Round tracks should be included |
| 1) a, b | 2) a, c |
| 3) b, c | 4) c, d |

86) In scheduling of stops in an itinerary following is not important

- 1) To estimate time to be spent at each stop
- 2) Travel time between two consecutive stops
- 3) Reaching wrong place at wrong time
- 4) Departing on time from a spot

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87) Which pair shows the correct sequencing in itinerary formatting

- a. Have a rundown of the day's events
- b. Organize trip details into sub categories arranged by date
- c. Use start times to organize each section of the day
- d. Divide itinerary by day and then into sections

- 1) b, d, c, a
- 2) c, b, a, d
- 3) d, b, a, c
- 4) a, c, b, d

88) It is not important to mention following in an itinerary

- 1) Pricing per person
- 2) Non-inclusive items of itinerary
- 3) Name of tourists
- 4) Inclusive items of itinerary

89) Inbound tour involves

- 1) Residents travelling of the country within their own country
- 2) Visit to country by non-resident of that country
- 3) Visit by resident of a country to another country
- 4) Tourist who travel for very short time with in a state

90) Outbound tourist involves

- 1) Tourists who travel for long durations within own country
- 2) Visit to country by non-residents of that country
- 3) Visit by resident of a country to another country
- 4) Residents travelling of the country within their own country

91) When receiving guests at the arrival terminal, guide may not have

- 1) Knowledge of terminal procedures
- 2) Networking with tour operator and the bus driver
- 3) Knowledge of airlines landing rules
- 4) Lists of arrival schedules

92) While transferring guests to the hotel, guide

- 1) Should know about size of the hotel
- 2) May not have good rapport with the hotel
- 3) Do not debrief customers en-route about the accommodation
- 4) Should have details of the hotel facilities and inclusions in the package

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93) Which one is not mandatory to be checked before preparing for tour

- 1) Hotel is ready
- 2) Vehicle is ok and AC is working
- 3) Ensuring PA system is working
- 4) Ensuring that First-aid kit is on board

94) Which one is in proper sequence

- | | |
|------------------------------|------------------------------|
| a. Help locate the coach | b. Organize the group |
| c. Designate departure point | d. Help them board the coach |
- 1) a, b, c, d
 - 2) b, d, a, c
 - 3) c, b, a, d
 - 4) d, a, c, b

95) When preparing for the tour guests may not be informed about

- | | |
|--------------------------------|-------------------------------|
| 1) Hotel facilities | 2) Key points on itineraries |
| 3) Facilities and conveniences | 4) Destinations to be visited |

96) Put in sequence process of concluding a tour

- | | |
|--|--|
| a. Thank the driver and goodbye | b. Obtain feedback |
| c. Return to departure point and unloading | d. Summarising, laying out the plan for the next day |
- 1) a, b, c, d
 - 2) d, b, a, c
 - 3) c, b, a, d
 - 4) b, c, a, d

97) Reasons for which people hire tour guides does not include

- 1) To avoid fear of being lost in an unknown place
- 2) To be able to meet & mix with natives without offending their sensitivities
- 3) To have a company
- 4) To explore new places, areas, etc

98) Guide is important for the tour company because

- 1) Keep them informed about the group and tour as it progresses
- 2) Speaks different languages
- 3) Represent the tour company and make positive impact
- 4) Provide feedback to the company

99) Which one is a proper sequence for different stages of cultural shock

- | | |
|---------------------|----------------------|
| a. Adjustment Phase | b. Mastery Phase |
| c. Honeymoon Phase | d. Negotiation Phase |
- 1) a, b, c, d
 - 2) c, a, b, d
 - 3) b, c, a, d
 - 4) c, d, a, b

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100) Full form of 'KISS' in tour guiding is

- 1) Keep in secret silence
- 2) Kind is sweet sin
- 3) Keep it simple stupid
- 4) Kill it sugar salt

101) When conversing with the group guide may not consider in cultures

- 1) High context and low context cultures
- 2) Location
- 3) Dependence and relationship
- 4) Tradition and history

102) Which of these is not a part of non-verbal communication in interaction

- 1) Proxemics
- 2) Haptics
- 3) Kinetics
- 4) Kinesics

103) While interacting with group it is not important

- 1) To use jargon
- 2) To use both verbal & non-verbal techniques
- 3) To maintain eye contact with guest
- 4) To dress elegantly

104) What is Top Visual Priority (TVP)

- 1) Talk about historical backgrounds
- 2) Talk about what people can actually see and engage their interest
- 3) Show important monuments with details
- 4) Talk about movies and art

105) What is TMI?

- 1) Too much interest
- 2) Too many interns
- 3) Too much information
- 4) Too much income

106) One of the basic principles of commentary is to form

- 1) Form semi circle with guests & object
- 2) Form triangle with guest, object & guide
- 3) Show things from top to bottom
- 4) Form line to show things in tandem

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107) How can guides make remember their guests of date/era/period

- 1) By telling the guests again & again
- 2) By asking the dates again & again after telling them once
- 3) By hooking the antiquity of the monument with some event or monument
- 4) By showing and giving dates and eras in form of notes

108) Which of these should be done by guides during commentaries

- 1) Give speech on the monuments and sites
- 2) Draw comparisons with other objects & paint mental pictures
- 3) Generate interest by generalisation
- 4) Lots of information should be given to the members

109) One of the popular tools for organising the content of commentary is

- | | |
|---|---|
| 1) Will tell – could tell – should tell | 2) Don't tell – won't tell – will tell |
| 3) Would tell – could tell – shall tell | 4) Must tell – should tell – could – tell |

110) Place the following zones of personal territory in close to far distance

- | | |
|-------------------|-------------------|
| a. Personal space | b. Public space |
| c. Social space | d. Intimate space |
- 1) a, d, b, c
 - 2) d, a, b, c
 - 3) d, a, c, b
 - 4) d, c, a, b

111) At the start of the day, briefing may not have

- 1) Details and the way back, if a member of the group is left behind
- 2) Details of dinner at the hotel where group is staying
- 3) Time to be consumed and distance to be covered
- 4) The likely weather

112) Tagalong means to

- 1) Group member not listening to the guide
- 2) Guards who checks groups for security purpose
- 3) Uninvited individuals who join the group and listen to the guide from corner
- 4) Smaller group moving along with the group

113) Which one of the following should not be the part of Guide tool kit

- | | |
|-------------------|----------------|
| 1) Personal Audio | 2) Cap |
| 3) Torch | 4) Breath mint |

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114) A guide should not

- 1) Make changes to commentary according to the audience
- 2) Look for top visual priorities
- 3) Give medication to the guests
- 4) Be tactful

115) Before the start of the tour guide may not look to

- 1) Introduce himself to driver
- 2) Inspect the bus physically for first aid kit & fire extinguisher
- 3) Locate microphone and test it
- 4) Discuss itinerary with group

116) While speaking on the microphone during the commentary do

- 1) Carry microphone all over the coach and speak
- 2) Stand or walk and talk on a moving vehicle
- 3) Not always keep the microphone 'on'
- 4) Chew chewing gums as you talk

117) Which pair shows correct things to be done at a religious place

- a. Dress properly so that shoulders and legs are covered
- b. Refrain from public displays of affection
- c. Guest may touch statues
- d. Avoid loud conversations

1) a, b, c

2) a, c, d

3) a, b, d

4) b, c, d

118) Which of these is not a travel related emergency of guest

- 1) Theft
- 2) Lost documents
- 3) Lost luggage
- 4) Missing train/bus

119) Which of these is not the step in handling emergency situations

- 1) Sort out
- 2) Report
- 3) Pre-empt
- 4) Security

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120) Which pair shows the basic responsibilities of Tour Operator

- | | |
|---------------------------------------|---------------------------------------|
| a. Bring tourists to the destinations | b. Responsible for conduct of tourism |
| c. Source of business for hotel | d. Design and deliver tou packages |
| 1) a, b, c | 2) a, b, d |
| 3) a, c, d | 4) b, c, d |