

**PREVIOUS YEAR
QUESTION
PAPER**

BTTM



Roll No. _____

Total No. of Questions : 09

Total No. of Pages : 02

**BTM (Sem-1)
INTRODUCTION TO HOSPITALITY INDUSTRY**

Subject Code : BTM-105-18

M.Code : 75421

Date of Examination : 21-06-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain the following :

- a) Hotel
- b) Lodging
- c) Golf resorts
- d) Eco-tels
- e) Coffee Shop
- f) HRACC
- g) Convention Centres
- h) Sommerler
- i) QSR
- j) FHRAL



SECTION-B

2. Define Tourism and it's different types.
3. What are the various traits and characteristics of a Food and Beverage service Personnel?
4. Define Menu. What are different types of menus?
5. Discuss the different facilities of lodging establishments.
6. How will you classify the food service equipments? Give five examples for each.

SECTION-C

7. Write down the duties and responsibilities of the Food & Beverage Service Manager.
8. Discuss various types of restaurants in food & beverage sector.
9. Write an essay upon the growth of hotel industry in India.

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Roll No.

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Total No. of Pages : 02

SECTION-B

Total No. of Questions : 09

**BTM (Sem-1)
INDIAN SOCIETY AND CULTURE**

Subject Code : BTM-103-18

M.Code : 75419

Date of Examination : 12-06-2023

Time : 3 Hrs.

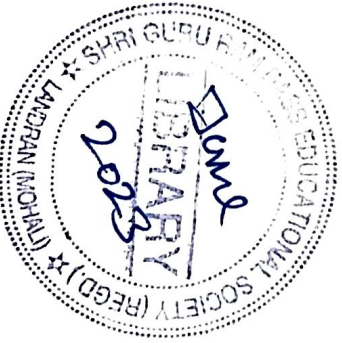
Max. Marks : 60

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SECTION-A

1. Write briefly :
 - a) Why fairs are important for society?
 - b) What is called as Karma?
 - c) Enlist five prominent rituals of Indian marriage.
 - d) Enlist five main characteristics of Indian Culture.
 - e) Pen down all the religions followed in India.
 - f) Enlist popular fairs of North India along with their time of celebrations.
 - g) What is special about Pushkar fair?
 - h) Why Eid is celebrated?
 - i) How important is culture for society?
 - j) Enlist popular cuisines of South India.



2. Describe about the various components of culture.
3. Write down the major centres of Buddhism in India.
4. Describe the philosophy of Sikh religion.
5. Describe the celebrations of Puja-Navaratra.
6. Write a brief note about Kathakali.

SECTION-C

7. Write a detailed note on the structure of Indian society.
8. Write the importance of traditional Indian dresses with specific relevance to Indian festivals.
9. Write note about :
 - a) Kullu Dussehra
 - b) Jainism.

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Roll No.

Total No. of Questions : 09

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BTTM (Sem-1)
GEOGRAPHY FOR TOURISM
Subject Code : BTTM-102-18
M.Code : 75418
Date of Examination : 10-06-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

I. Answer briefly :

- a) Name four major Wetlands of India
- b) Use of IDL
- c) Latitude
- d) Climate
- e) Flora & Fauna
- f) Time Zones
- g) Use of GPS
- h) Name four Ramsar sites of India
- i) Guru Shikhar
- j) Define peninsular rivers.



SECTION-B

2. Write short notes on International Data Line.
3. Highlight water based tourism products of India with suitable examples.
4. How climatic conditions of a destination affect's the tourist movements.
5. Describe the significance of Geography knowledge for travel agents.
6. Differentiate between Western Ghats and Eastern Ghats.

SECTION-C

7. Write a detailed note of river system of Ganges from its origin to end.
8. Write the potentialities of dessert tourism development in perspective of India.
9. What is meant by Geography of Tourism? Explain the nature and significance of geography of tourism.

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Total No. of Pages : 02

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BTM (Sem.-1)

TOURISM : CONCEPTS, STATUS AND TRENDS

Subject Code : BTM-101-18

M.Code : 75417

Date of Examination : 10-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer the following :

- a) What do you mean by transit visitor?
- b) Name any 4 type in alternate tourism.
- c) Define traveller. How is it different from visitor?
- d) In which year UNWTO was founded? And where is its headquarter?
- e) Define the concept of space tourism.
- f) What are floatels? Define with example.
- g) Which global organization is responsible for upkeep of World Heritage Sites globally.
- h) Define excursionist.
- i) Mention any 4 features of tourism product.
- j) Differentiate between outbound, inbound and domestic tourists.



SECTION-B

2. Write a note on cultural tourism. How this form is helpful of generating tourism in India?
3. Define the concept of sustainability and how is it promoting sustainable tourism?
4. What are the different typologies used for tourists? Define each with its characteristics.
5. What is difference between eco-tourism and green-tourism? Elaborate with suitable examples.
6. Write a short note on TOPs and ROPs as types of tourist product.

SECTION-C

7. What are factors which are responsible for change in demand and supply in tourism industry in India? Discuss the issues prior Covid-19 in India.
8. "Tourism is growing industry and there are many economies in the world which are mainly dependant on tourism". Justify the statement with any example and state the important historical development of global tourism till date.
9. Write a detailed note on the celebration of World Tourism Day every year, its background, concepts and themes.

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BTM (Sem.-1)
GEOGRAPHY FOR TOURISM
Subject Code : BTM-102-18
M.Code : 75418

Date of Examination: 12-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES:

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer briefly :

- a) International date line
- b) Climate
- c) Deserts in India
- d) Coastal line of India
- e) Time zones
- f) Physical geography
- g) Rohang pass
- h) Eastern ghats
- i) K2 peak
- j) Wular lake.



SECTION-B

2. Explain major wetlands and water bodies of India.
3. Write a note on tourist attractions of Himalayan region.
4. Explain longitudes and latitudes.

5. Locate on map: a. mount Everest b. Yamunotri c. Shimla d. Bagha Border e. Sunderbans
6. Write a note on major passes in India.

SECTION-C

7. Write a detailed note on importance of geography in tourism, support your answer with suitable examples.
8. Explain the following: a. Hill stations of India b. Ramsar sites in India.
9. Write a detailed note on mountain ranges of India and tourist places of these ranges.

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Roll No.

Total No. of Pages : 02

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BHMCT (Sem.-1)
FOOD PRODUCTION-I
Subject Code : BH-109
M.Code : 14505

Date of Examination: 12-01-2023

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. SECTION-B contains **FIVE** questions carrying **2½**, (Two and Half) marks each and students has to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **FIVE** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write short notes on :

- a) Who is Chef de partie?
- b) What do you mean by Mise en place?
- c) Write any two uses of salamander.
- d) What is plat du jour?
- e) What is all purpose flour?
- f) What is acidulated cream?
- g) What is maple syrup?
- h) What do you mean by cuisine?
- i) Write any two duties carried out by pastry chef?
- j) What do you mean by garde manger?



SECTION-B

2. List out various fuels used in food production operations along with their advantages.
3. What do you mean by menu planning? List out points to be consider while planning menu for any food outlet.
4. Write a brief note on aims and objectives of cooking.
5. List out uses of cheese in food production operations.
6. Write short notes on the following :
 - a) Sour cream
 - b) Icing sugar

SECTION-C

7. Discuss relevance of personal hygiene and protective clothing in food production operations.
8. List out various types of flour and their uses in food production.
9. Write a detailed note on interdepartmental coordination of food production with other departments of hotel.

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Total No. of Pages : 02

Total No. of Questions : 09

BITM (Sem.-1)
INDIAN SOCIETY AND CULTURE
Subject Code : BTM-103-18

M.Code : 75419

Date of Examination : 14-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :
 - a) Where is Pushkar and why is it famous for?
 - b) Which place is famous for Ganapati Puja in India? Write a brief note
 - c) What do mean by "Varia" system in Indian philosophy?
 - d) Write a note on Jannasharam festival and its importance in Indian Society.
 - e) Write a note on traditional dresses of Punjab state.
 - f) Define ardh-kunbh and mahakunbh in your own words.
 - g) Name the classical dances of Tamil Nadu and Kerala.
 - h) Name any 4 monuments related to Islam in India.
 - i) Why the festival of Holi is celebrated all over India. Write a brief of story behind its celebration as per Indian context
 - j) Name the major centres of Buddhism in India.



SECTION-B

2. Write a note on Durga Puja and Navratras celebrated in India
3. Discuss the importance and unique feature of Kullu - Dussehra in your own words,
4. Write a detailed note on Hinduism as major religion of India.
5. What are popular cuisines of North India? Mention main food items of Kashmir, Punjab, Himachal and Delhi.
6. Discuss the philosophy of Karma and Dharma in your own words and its importance in Indian Society.

SECTION-C

7. Write a detailed note on 5 Akal Takhts of Sikhs. Also mention their importance as religious and tourist spot for both domestic and foreign tourists
8. Fairs and Festivals are the integral part of our culture and give the glimpse of unity in diversity. Justify the comment in your own words while discussing important fairs and festivals of different communities celebrated in India equally by all
9. Traditional dresses and ornaments link us with our past tradition, culture and heritage. Signify their importance as one of the tourism products for promotion of tourism among foreign and domestic tourists.

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BTTM (Sem.-1)
INDIAN SOCIETY AND CULTURE
Subject Code : BTTM-103-18
M.Code : 75419
Date of Examination : 14-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

I. Write briefly :

- a) Where is Pushkar and why is it famous for?
- b) Which place is famous for Ganapati Puja in India? Write a brief note.
- c) What do mean by "Varma" system in Indian philosophy?
- d) Write a note on Janmashtami festival and its importance in Indian Society.
- e) Write a note on traditional dresses of Punjab state.
- f) Define ardh-kumbh and maha-kumbh in your own words.
- g) Name the classical dances of Tamil Nadu and Kerala.
- h) Name any 4 monuments related to Islam in India.
- i) Why the festival of Holi is celebrated all over India. Write a brief of story behind its celebration as per Indian context.
- j) Name the major centres of Buddhism in India.



SECTION-B

2. Write a note on Durga Puja and Navratras celebrated in India.
3. Discuss the importance and unique feature of Kullu - Dussehra in your own words.
4. Write a detailed note on Hinduism as major religion of India.
5. What are popular cuisines of North India? Mention main food items of Kashmir, Punjab, Himachal and Delhi.
6. Discuss the philosophy of Karma and Dharma in your own words and its importance in Indian Society.

SECTION-C

7. Write a detailed note on 5 Akal Takhts of Sikhs. Also mention their importance as religious and tourist spot for both domestic and foreign tourists.
8. Fairs and Festivals are the integral part of our culture and give the glimpse of unity in diversity. Justify the comment in your own words while discussing important fairs and festivals of different communities celebrated in India equally by all.
9. Traditional dresses and ornaments link us with our past tradition, culture and heritage. Signify their importance as one of the tourism products for promotion of tourism among foreign and domestic tourists.

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BTMM (Sem.-1)
INTRODUCTION TO HOSPITALITY INDUSTRY
Subject Code : BTMM-105-18
M.Code : 75421
Date of Examination : 24-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain the following :

- a) Eco Hotel
- b) Difference between American Service and Gueridon Service
- c) Golf resorts
- d) Duties of Assistant Housekeeper
- e) Residential Hotels
- f) Types of Menu
- g) Youth Hostels
- h) Heritage Hotels
- i) Duties of Bell Desk
- j) International hotel Chain.



SECTION-B

2. Write a note on hotel grading system in India.
3. Discuss the essential components of Hospitality Industry.
4. Exemplify the duties of food and beverage department of Hotel
5. How the picture of Hotel Industry has been changing rapidly? Discuss.
6. Describe the cruise and in flight service operations in Catering Industry.

SECTION-C

7. What are the latest trends that prevail in the Hospitality Industry?
8. Discuss the various types of restaurants in detail.
9. Discuss the factors responsible for the growth of Hotel Sector in India.

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Total No. of Pages : 02

Total No. of Questions : 09

BTTM (Sem.-1)

COMPUTER OPERATIONS

Subject Code : BTTM-104-18

M.Code : 75420

Date of Examination : 17-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :

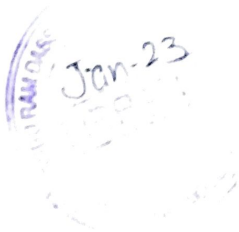
- a) What is difference between Data and Information?
- b) Define CPU.
- c) What do you mean by secondary storage devices?
- d) Define Interpreters
- e) Define System Softwares
- f) What do you mean by Operating System?
- g) What do you mean by Network Topology?
- h) Define Hub
- i) Define NIC
- j) Define WAN

SECTION - B

2. Draw and explain block diagram of general purpose computer
3. Explain any five input and output devices.
4. Differentiate between Assembler, Interpreter and Compiler with suitable examples
5. Explain Secondary storage devices in detail.
6. Explain Bus and Star Network Topologies

SECTION-C

7. Explain characteristics of Computer and Classification of Computers in detail
8. Explain below terms:
 - a) Server
 - b) Ethernet
 - c) Twisted Co-axial
 - d) MAN
9. Explain system softwares and application softwares in details



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Roll No.

Total No. of Questions : 09

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BTM (Sem.-1)

INTRODUCTION TO HOSPITALITY INDUSTRY

Subject Code : BTM-105-18

M.Code : 75421

Date of Examination : 24-01-2023

Time : 3 Hrs.

Max. Marks : 60

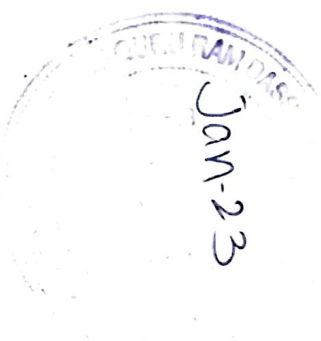
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SECTION-A

1. Explain the following :

- a) Eco Hotel
- b) Difference between American Service and Gueridon Service
- c) Golf resorts
- d) Duties of Assistant Housekeeper
- e) Residential Hotels
- f) Types of Menu
- g) Youth Hostels
- h) Heritage Hotels
- i) Duties of Bell Desk
- j) International hotel Chain.



SECTION-B

2. Write a note on hotel grading system in India.
3. Discuss the essential components of Hospitality Industry.
4. Exemplify the duties of food and beverage department of Hotel.
5. How the picture of Hotel Industry has been changing rapidly? Discuss.
6. Describe the cruise and in flight service operations in Catering Industry.

SECTION-C

7. What are the latest trends that prevail in the Hospitality Industry?
8. Discuss the various types of restaurants in detail.
9. Discuss the factors responsible for the growth of Hotel Sector in India.

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BTTM (Sem.-1)

INTRODUCTION TO HOSPITALITY INDUSTRY

Subject Code : BTTM-105-18

M.Code : 75421

Date of Examination : 13-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

1. Explain the following :

- a) Downtown Hotel
- b) Duties of Concierge desk
- c) Resorts
- d) Types of Beverages
- e) 6 A's of Tourism
- f) Car Rental Agency
- g) Types of services in a Restaurant
- h) Airport Hotels
- i) Duties of Bell Desk
- j) Bed and Breakfast.

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BTTM (Sem.-1)
COMPUTER OPERATIONS

Subject Code : BTTM-104-18

M.Code : 75420

Date of Examination : 11-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :

- a. What do you mean by data processing?
- b. Define RAM.
- c. Define Window.
- d. What do you mean by peripheral devices?
- e. Define GUI.
- f. Define LAN
- g. What do you mean by Arcnet?
- h. Define Registers.
- i. Define term Hardware.
- j. Define Ring topology.

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Total No. of Pages : 02

Total No. of Questions : 09

BTTM (Sem.-1)
INDIAN SOCIETY AND CULTURE

Subject Code : BTTM-103-18

M.Code : 75419

Date of Examination : 09-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

1. Write briefly :

- a. Name any 4 places related to Lord Buddha in India.
- b. What is the importance of "*Kurukshetra*" in Indian culture.
- c. Pongal is associated with which state(s) of India.
- d. Define caste system in India.
- e. Name any 2 monuments related to Jainism in India.
- f. Who was the 10th guru of Sikhs in Sikhism.
- g. "Muharram" is associated with which particular community in India.
- h. What are the features of "*Hola Mohalla*" and where it is celebrated in India.
- i. "*Maghi Mela*" is associated with which community and in which month it is celebrated in India?
- j. Brief the anecdote (story) associated with Onam festival in India.

SECTION-B

2. Define in detail the “*Varnasharam*” system in Indian society and its implication in tourism industry.
3. Write a note on the cuisines of south India defining its varieties and nutritional values for tourists visiting the place.
4. Discuss the Traditional dresses of and ornaments of any specific region of India with its touristic value associated with it.
5. Write an essay on Kumbh mela and its significance for both the foreign and domestic tourist.
6. Prepare an itinerary for foreign tourist covering any Buddhist circuit in India.

SECTION-C

7. “*Unity in Diversity*” is not only the phrase but the main force behind the uniqueness in various tourism products available for the tourists in India. Elucidate the statement by defining various cultural tourism products of different religions of India.
8. Age old “*Karma and Dharma*” philosophy of India attracts many foreign tourists. Justify your answer by taking example of some of the foreign personalities who visited India for the same.
9. Write a detailed note on the classical dances of India.

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BTTM (Sem.-1)
GEOGRAPHY OF TOURISM

Subject Code : BTTM-102-18

M.Code : 75418

Date of Examination : 06-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer briefly :

- a. Time zones
- b. Longitudes.
- c. International date line.
- d. Climate.
- e. Deserts in India.
- f. Coastal line of India.
- g. Eastern ghats
- h. Mount Everest
- i. Gangotri
- j. GMT.

SECTION-B

2. Write a note on Ramsar sites in India.
3. Explain the importance of western ghats from tourism point of view.
4. Explain the role of Ganges in tourism.
5. Locate on map :
 - a. Nanga parwat
 - b. Kedarnath
 - c. Dal lake
 - d. Pink city
 - e. Ayodhya.
6. Explain the importance of geography in transportation & communication.

SECTION-C

7. Explain the river system of India in detail.
8. Explain the following :
 - a. Time zones
 - b. Indian islands
 - c. Indian wetlands.
9. Write a detailed note on water bodies of India.

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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (Sem.-1)

TOURISM PRODUCTS AND SERVICES PART-I

Subject Code : BTA-02

M.Code : 11532

Date of Examination : 05-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.

SECTION-A

1. Answer the following/Fill in the blanks :

- a) Surfing
- b) Trekking
- c) Heritage Hotels
- d) Resort
- e) Intangible products in tourism
- f) 5A's in tourism product
- g) Deccan Odyssey.
- h) The largest tidal mangrove forest in the world is in the delta of the Bay of Bengal between India and Bangladesh while is the only floating national park on the Loktak Lake.
- i) National waterways 1 connects the city of Prayagraj in UP to the port of in West Bengal through the stretch of river.
- j) state is recognized for its Madhubani painting while state is famous for Patola weaving.

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (Sem.-1)

TOURISM PRODUCTS AND SERVICES PART-I

Subject Code : BTA-02

M.Code : 11532

Date of Examination : 05-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.

SECTION-A

1. Answer the following/Fill in the blanks :

- a) Surfing
- b) Trekking
- c) Heritage Hotels
- d) Resort
- e) Intangible products in tourism
- f) 5A's in tourism product
- g) Deccan Odyssey.
- h) The largest tidal mangrove forest in the world is in the delta of the Bay of Bengal between India and Bangladesh while is the only floating national park on the Loktak Lake.
- i) National waterways 1 connects the city of Prayagraj in UP to the port of in West Bengal through the stretch of river.
- j) state is recognized for its Madhubani painting while state is famous for Patola weaving.

SECTION-B

2. Explain how Amenities is an important tourism product giving suitable examples?
3. Write a short note on Budget hotels in India.
4. What are 'Mountain Railways of India' that are designated as UNESCO World heritage sites?
5. Write a short note on Island attractions of India. What are the ways in which they can be made into major economically viable tourist destinations?
6. What are Water based sports? Name some popular water sports destinations in India.

SECTION-C

7. List the varied natural attractions of India and describe the tourism potential of the Himalayan region.
8. Compare and contrast the 'product' and 'service' aspect of tourism industry. Give suitable examples.
9. What are the components of transportation sector in India? How does it contribute to tourism?

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (Sem.-1)
TOURISM : CONCEPTS, STATUS AND TRENDS

Subject Code : BTTM-101-18

M.Code : 75417

Date of Examination : 04-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer the following :

- a. What are the main modes of transportation? Give example of each.
- b. What is the difference between a tourist and an excursionist?
- c. Expand UNWTO and mention its headquarter.
- d. In which year the World Tourism Day was first celebrated? On which date it is being celebrated every year.
- e. Define Volunteer tourism.
- f. Differentiate between transit point and stop over point.
- g. Before covid-19 what was the rank of India in world for FTAs.
- h. Differentiate between mass tourism and alternate tourism.
- i. Define tourist and concept of tourism.
- j. What is the significance of theme of World Tourism Day celebration every year. Name theme of World Tourism Day of any previous year?

SECTION-B

2. What are the different types of tourists? Mention the typologies as per the characteristics of tourists.
3. Enlist difference between the general products and tourism related product in your own words.
4. Write at least 5 future scenarios in tourism industry with special reference to middle east, south east Asian region and India.
5. Write a detailed note on Heritage tourism keeping in view its importance for the concept of sustainability.
6. What are the issues and points which inhibit the growth of tourism in India?

SECTION-C

7. Tourism industry is highly affected by seasonality. Elaborate the statement keeping factors affecting demand and supply in tourism sector.
8. Envisage the growth of tourism region wise in the world after pandemic by giving reasonable answer for country-wise growth of each region.
9. Write a detailed note on Tourism product covering TOPs, ROPs and BTEs.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc. (ATHM) (Sem.-1)
GEOGRAPHY OF TOURISM (PART-I)

Subject Code : BTA-04

M.Code : 11534

Date of Examination : 02-08-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **TEN** marks each and students has to attempt any **TWO** questions.

SECTION-A

1. Write briefly :

- a) Bird sanctuary
- b) Physiography
- c) Climate
- d) Cruise
- e) Deserts
- f) Peninsula
- g) Caves
- h) Natural vegetation
- i) Golden triangle
- j) Tombs

SECTION-B

2. Discuss any Animal Zoo of your choice.
3. Explain the problems that Hill stations are facing by huge Tourism movement.
4. Describe the role of Toy trains in attracting tourists with suitable examples.
5. *“India is a destination for all reasons and seasons”*. Comment.
6. How Water sports help in increasing Beach Tourism?

SECTION-C

7. Discuss the different tourist attractions of any state full of Forts and Palaces.
8. Why Islands attract lots of Tourists? Comment with examples.
9. Explain the importance of Climate and Seasons in developing a Tourist spot.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2014 to 2017) (Sem.-1)
CUSTOMER CARE & INTERPERSONAL SKILLS

Subject Code : BTA-05

M.Code : 11535

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

I. Explain briefly :

- a) Kinesics
- b) Dissatisfied customer
- c) Complaint management
- d) External customer
- e) Customer feedback
- f) Brand loyalty
- g) Customer delight
- h) Quality
- i) Customer care
- j) After sale support



SECTION-B

2. Write the detail note on after sale services.
3. Why are some service providers better than others? Discuss in detail.
4. "Complaint management plays an important role in the business success". Elaborate the statement.
5. What are the key areas of customer care?
6. Explain the importance of grooming towards customer satisfaction.

SECTION-C

7. What do you mean by quality in customer satisfaction? How can this be converted to customer delight?
8. Who is a customer? Differentiate between internal and external customer.
9. Write the detail note on importance of customer care and complaint management in hotels.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

Roll No.

Total No. of Pages 02

Total No. of Questions 08

B.Sc. (A.T.H.B.) (2018 to 2017) (Sem.-1)

GEOGRAPHY OF TOURISM-I

Subject Code: BTA-04

M Code: 11534

Time: 2 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES

- SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
- SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
- SECTION-C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

Write briefly

1. Air India
2. Kerala
3. Kerala
4. Kerala
5. Kerala
6. Kerala
7. Kerala
8. Kerala
9. Kerala
10. Kerala



SECTION-B

1. Discuss any **TWO** of the features of your choice.
2. Explain the importance of scenic beauty in the development of any tourist spot.
3. Highlight the main tourist attractions of any metro city which also had visited.
4. How Pilgrimage helps in the development of any religious tourism spot?
5. Discuss the precautions one should take while going for adventure tourism.

SECTION-C

1. Prepare a Case study of developing a Beach Resort.
2. Draw a table which includes ten States with their Capitals and highlighting their main tourist attractions.
3. Explain the importance of Culture and Religion in the development of Tourism.

NOTE - Disclosure of Identity by writing Mobile No. or Writing at any other page of Answer Sheet will lead to 0-Mark against the Student.

Roll No. []

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 & Onwards)/B.Com(Hons.) (Sem.-1)
TOURISM : CONCEPT, STATUS AND TRENDS
Subject Code : BTTM-101-18
M.Code : 75417

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer the following :

- a. Transportation.
- b. Visitor.
- c. ROPs.
- d. Traveller.
- e. Tourist product.
- f. UNWTO.
- g. Green Tourism.
- h. Heritage tourism.
- i. Volunteer tourism.
- j. Demand.



SECTION-B

2. Explain the meaning and concept of global tourism with suitable examples
3. Explain the various factors effecting tourism demand
4. Write a note on future scenario of tourism in India.
5. Explain the concept of eco-tourism with a case study
6. Explain the difference between International and domestic tourist

SECTION-C

7. Write a note on historical development of Indian tourism Industry.
8. Explain the difference between tourism products and consumer goods with suitable examples.
9. Explain the role of UNWTO in tourism development globally.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

Roll No. []

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 & Onwards) (Sem.-1)
GEOGRAPHY FOR TOURISM
Subject Code : BTTM-102-18
M.Code : 75418

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Answer briefly :

- a. What is the importance of geography in tourism?
- b. Define time zone and how many time zones are there?
- c. What is longitude?
- d. What is relief?
- e. What are the famous tourist attractions of North West?
- f. Enlist major five rivers of peninsular India.
- g. What are main tourist attractions of coastal India?
- h. Which is the southernmost point of India (including Islands)?
- i. Which is the oldest mountain range in India?
- j. Tropic of cancer crosses through how many Indian states?



SECTION-B

2. What is the importance of geography in tourism sector? Describe with the suitable examples.
3. Describe about famous tourist attractions in Delhi.
4. Write a short note on type of tourism southern peninsula.
5. Discuss about the scope of adventure tourism in Himalayas.
6. What are points to consider for effective map reading?

SECTION-C

7. Describe about the famous five rivers of Punjab and their important tributaries.
8. Present the case study of Shimla as a tourist destination. Consider addressing its geographical features in tourism development.
9. Describe about following :
 - a. Wetlands of India vs. Tourism
 - b. Flora and Fauna of India vs. Tourism

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 & Onwards) (Sem.-1)
INDIAN SOCIETY AND CULTURE
Subject Code : BTTM-103-18
M.Code : 75419

Time : 3 Hrs.

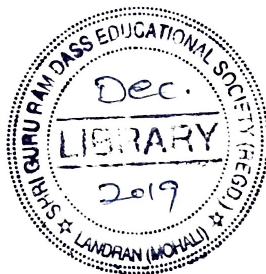
Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write briefly :
 - a. Shudras
 - b. Bodh-Gaya
 - c. Chardham
 - d. Mohiniattam
 - e. Staple diet of West India
 - f. Panche male dress
 - g. Good Friday
 - h. Digambaras
 - i. Dharma
 - j. Hadith of Gabriel



SECTION-B

2. What is the structure of the Indian Society?
3. What is Karma and Dharma Philosophy?
4. What is Muharram?
5. Explain the cuisines of Jammu & Kashmir.
6. Write a short note on Maghi Mela.

SECTION-C

7. Describe the major centres associated with Jainism.
8. Explain :
 - a. Traditional dances of India
 - b. Diwali
9. Explain :
 - a. Christmas
 - b. Guru Gobind Singh ji

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

Roll No. _____
Total No. of Questions : 09

Total No. of Pages : 02

**BITM (2018 & Onwards) (Sem.-1)
INTRODUCTION TO HOSPITALITY INDUSTRY**
Subject Code : BITM-105-18
M. Code : 75421

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain the following :
 - a) Accommodation
 - b) Tourism
 - c) Chain hotel
 - d) Heritage hotel
 - e) Pub
 - f) Speciality restaurant
 - g) FHRAI
 - h) Hospitality
 - i) Commercial catering
 - j) KOT



SECTION-B

2. What are the various components of Hospitality Industry?
3. Discuss the relation between food, Drink and accommodation from tourism perspective
4. Write a note on Hotel grading system in India.
5. Write a note on catering operations in cruise ships.
6. What are the different types of menu? Explain in brief.

SECTION-C

7. Write an essay on the growth of Hospitality Industry.
8. Write a detailed note on the issues and challenges faced by the food service industry today.
9. Define lodging. What are the dimensions of lodging?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student

Roll No. _____
Total No. of Questions : 09

Total No. of Pages : 02

BTTM (2018 & Onwards) (Sem - 1)
COMPUTER OPERATIONS
Subject Code : BTTM-104-18
M. Code : 75420

Time : 3 Hrs.

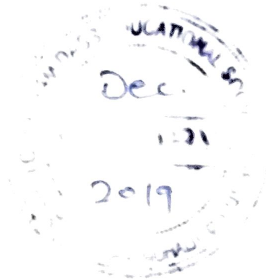
Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

- SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
- SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
- SECTION-C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

- Write briefly.
- Differentiate between data and information.
- What are the data processing concepts?
- Define WAN. Give its example.
- What is a UTP cable?
- What is SD-RAM?
- Name two external commands.
- Name any five secondary storage devices.
- Differentiate DOS and Windows.
- Name any three network devices.
- Name any three data output devices.



SECTION-B

- How Information Technology is revolutionising the Tourism Industry? Explain with a relevant example.
- What is primary memory? Differentiate between ROM, EPROM, EEPROM and EEPROM.
- Difference various operating systems on the basis of multi-tasking, multi-programming and multi-processing techniques.
- What are the various generations of a computer system? Explain each of them with a relevant example.
- What is a computer network? Explain various network topologies.

SECTION-C

- What is a mail merge? Write steps of mail merge and explain with a relevant example.
- What is an optical fiber? Explain various types of guided transmission media.
- With the help of a diagram, explain how RAM, ROM and CPU interact with each other.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 Batch) (Sem.-1)
INDIAN SOCIETY AND CULTURE

Subject Code : BTTM-103-18

Paper ID : [75419]

Max. Marks : 60

Time : 3 Hrs.

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly the following terms :

- a) Culture.
- b) Karma.
- c) Varnashrama.
- d) Gastronomy.
- e) Sculptures.
- f) Mural paintings.
- g) Nagara style.
- h) Handicrafts.
- i) Folk dance.
- j) Pilgrimage site



SECTION-B

2. Define the term culture and its importance in tourism with suitable examples.
3. Write a note on various classical dances.
4. Mention the various popular Hindu pilgrimage sites in north India.
5. Write a note on Islamic architecture.
6. Write a detail note on various rites and rituals in India.

SECTION-C

7. Write a detail note on foundation of Buddhism.
8. Write a note on various characteristics of Indian Culture.
9. Explain how "fairs and festivals" can be used as a tourism product.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 Batch) (Sem.-1)
COMPUTER OPERATIONS
Subject Code : BTTM-104-18
Paper ID : [75420]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1 Answer briefly :

- a) Define Computer
- b) What is hardware?
- c) What is LAN?
- d) What is application software?
- e) Define information.
- f) Differentiate between data and information.
- g) What is GUI?
- h) Differentiate between input and output devices.
- i) What is Arcnet?
- j) What is the role of windows in computers?



SECTION-B

- Q2 Discuss the role of IT in Tourism Industry.
- Q3 Discuss the various output devices of computer and its features.
- Q4 Pen down the various types of Primary and Secondary storages with suitable examples.
- Q5 Discuss the various types of network configuration hardware.
- Q6 Discuss the basics of MS Office and differentiate between internal and external command.

SECTION-C

- Q7 Discuss the different generations of computer.
- Q8 What is Network Topology? Discuss the various types of network topologies with labeled diagrams.
- Q9 What are latest version of windows? Discuss the parts of typical window and its functions.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 Batch) (Sem.-1)
INTRODUCTION TO HOSPITALITY INDUSTRY
Subject Code : BTTM-105-18
Paper ID : [75421]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Answer the following :

- i. What is Cabana?
- ii. Which hotel properties are given heritage status?
- iii. What is continuously rendered service?
- iv. Explain hospitality in terms of hotel industry.
- v. What is called as point of contact in hotel management?
- vi. Define Moment of Truth.
- vii. What do you mean by Concierges?
- viii. What are the different kinds of linens used in hotel industry?
- ix. Explain the terms Sommelier.
- x. What is Spillage?



SECTION-B

- Q2. Define Menu. What are different types of menus?
- Q3. Draw neat layout of twin bedded standard room of 5 star hotels.
- Q4. Explain the lost and found procedures carried out in a hotel.
- Q5. Draw the organisation chart of Housekeeping department in a large hotel.
- Q6. Explain the role of various ingredients in bread making.

SECTION-C

- Q7. What are various food and beverage outlets in a large hotel? List the suitable forms of service in each outlet.
- Q8. What are the main responsibilities of a hotel management professional?
- Q9. Briefly describe the growth of hotel industry in India.

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BTTM (2018 Batch) (Sem.-1)
GEOGRAPHY FOR TOURISM
Subject Code : BTTM-102-18
M.Code : 75418

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Answer briefly :

- a) Biosphere reserve
- b) Superstructure
- c) GMT
- d) International Dateline
- e) Major passes in north-east India
- f) Purvanchal
- g) Highest peaks of Eastern and Western Ghats
- h) Main river in Tamil Nadu
- i) Andaman & Nicobar Islands
- j) Tourism minister of India



SECTION-B

2. Write a detailed note on Indo-Gangetic plains.
3. Distinguish between sanctuary and National Park.
4. Write about the Time Zones of the world.
5. Explain the flora and fauna of Western Ghats.
6. Write a short on peninsular rivers.

SECTION-C

7. Describe the major wetlands of India.
8. Explain the Ramsar sites in India.
9. Explain :
 - a) Hill stations of eastern Himalayas.
 - b) Vindhya range.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BTTM (2018 Batch) (Sem.-1)
INDIAN SOCIETY AND CULTURE
Subject Code : BTTM-103-18
M.Code : 75419

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :

- a. Caste system
- b. Sarg
- c. Caste
- d. Jatharika
- e. Sargwal
- f. Pustikar
- g. Mitharika
- h. Jarmadikani
- i. Pasa
- j. Tourism minister of Punjab

SECTION-B

2. What are the main components of culture?
3. Distinguish between the philosophy of Catholics and Protestants in Christianity.
4. Describe the articles of faith in Islam.
5. What is the basis of Sikhism?
6. Write a short note on sects in Jainism.

SECTION-C

7. "Dharma is considered the foremost goal-of a human being in Hinduism" Elucidate the above statement.
8. Explain :
 - a. Kumbh mela
 - b. Hola Mohalla
9. Explain :
 - a. Id festival
 - b. Holi

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

Total No. of Questions : 19

BTTW (20th Batch) (Sem.-1)

TOURISM CONCEPT, STATUS AND TRENDS

Subject Code : BTTW-101-12

Paper ID : [75417]

Time : 2 hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Explain the following terms :

- Mass Tourism
- Internal tourism
- Traveler
- BIT
- UGBT
- Ann & char tourism
- Shoulder season
- PII
- Inseparability
- Geotourism

- Write a short note on Plog tourism typology.
- What are the differences between Domestic & International Tourism?
- What is Value Tourism?
- Write a short note on green tourism.
- What is outbound tourism? Explain it in context to India.

SECTION-C

- "Tourism has become an important sector that has an impact on development of country economy". Elucidate the above statement.
- Write a short note on UNWTO and its achievements.
- What are the emerging trends of Tourism Industry?



Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

SECTION-B

BTTM (2018 Batch) (Sem.-1)
TOURISM : CONCEPT, STATUS AND TRENDS

Subject Code : BTTM-101-18

M.Code : 75417

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Answer the following :

- a) Define Tourism
- b) Who is a Tourist?
- c) What do you understand by Tourism Product?
- d) Who is an Excursionist?
- e) What are Tourist Oriented Products?
- f) What was the theme of World Tourism Day in 2018?
- g) Expand UNWTO.
- h) What are BTE's?
- i) How many types of demand are there?
- j) Which Indian state tops in getting maximum number of Inbound Tourists?

- Q2. Discuss the various typologies of tourists.
- Q3. Discuss the characteristics of tourism products.
- Q4. Highlight the concept of tourism.
- Q5. Enlist five major roles played by UNWTO.
- Q6. What is Eco Tourism?

SECTION-C

- Q7. Present a detailed differentiation between tourism products and other consumer products.
- Q8. Write an essay on historical development of tourism.
- Q9. Present a detailed overview of status of tourism industry in India.



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Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BTTM (2018 Batch) (Sem.-1)
COMPUTER OPERATIONS
Subject Code : BTTM-104-18
M.Code : 75420

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

I. Define the term :

- a) Server
- b) Compilers
- c) GUI
- d) WAN
- e) External commands
- f) Ring network
- g) MAN
- h) MS Powerpoint
- i) Internal commands
- j) Fiber optic



SECTION-B

2. Discuss the need of computers in Tourism Industry.
3. What are the Elements of a Computer system?
4. What do you understand by Operating system and Software?
5. What is the role of Ethernet in computers?
6. What do you understand by Primary and Secondary storage concepts?

SECTION-C

7. Discuss in detail the role of IT in Tourism Industry.
8. What is Network Topology? Discuss the various types of Network.
9. Explain the different Generations of computers.

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Roll No. _____

Total No. of Pages : 02

Total No. of Questions : 05

B.Com.(Hons.)/B.Sc.(MLS)/(BT)/(BTM) (Sem.-1)
(2018 & Onwards)/B.Sc.(FD)/BA(JAMC)/BBA/BBA(Business
Economics)/BBA(RD)/(BHMCT)/(2018 Onwards)/B.Sc.(IT/
BCA(2019 Batch)/BBA(SIM)(2018 Batch)/B.Voc.(BeautyTherapy and
Asthetics)/BBA(Event Management)/B.Sc.(Nutrition & Dietics)/B.Sc.
(Graphics & Web Designing)

ENGLISH

Subject Code : BTHU-103-18

M.Code : 75085

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. All questions are **COMPULSORY**.
2. Q1, Q2 and Q3 carry **TEN** marks each.
3. Q4 and Q5 carry **FIFTEEN** marks each

1. Elicit salient features of business communication and explain how can it be made effective?
2. Explain how can barriers to communication be overcome?
3. Read the following passage carefully and answer the questions that follow :

From 'apparel to aerospace', 'steel to software', the pace of technological innovation is quickening. No longer can companies afford to miss generation of technology and expect to remain competitive. Adding to the pressure, innovations are increasingly crossing industry boundaries; a new fiber developed by the textile industry has potential for building materials and medical equipment. Some companies are adept at using a diversity of technologies to create new products that transform markets. But many others are floundering because they rely on a technology strategy that no longer works in such a fast changing environment. The difference between success and failure is not how much a company spends on research and development (R&D), but how it approaches it. There are two possible approaches. Either a company can invest in R&D that an older generation of technology the 'break through' approach-or its focus on combining existing technologies into hybrid technologies - the 'technologies fusion' approach. It blends incremental technical improvements from several previously separate field of technology to create products that revolutionize markets. In a world where the old maxim 'one technology one industry' no longer applies, a singular breakthrough strategy is inadequate; companies need to include both the breakthrough and fusion approaches in their technology strategy. Relying on breakthroughs alone fails because it focuses the R&D efforts to narrowly, ignoring the possibilities of combining technologies. Yet many western companies still rely almost exclusively - on the breakthrough approach. The

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reasons are complex: a-distrust of outside innovations and not-invented here engineering and arrogance and aversion to sharing research results.

- a. What, according to the author, is adding to the pressure on the companies?
 - b. What is the immediate effect, according to the passage, if a company does not innovate?
 - c. What according to the author, is the major drawback of the breakthrough approach of technological innovation?
 - d. Why do Western companies avoid the technology fusion approach?
 - e. What is the theme of the passage?
4. Write a letter to your friend discussing the degradation of environment which is leading to global warming and role of common citizens in saving the environment.
 5. Write a detailed analysis of any book that you have recently read.



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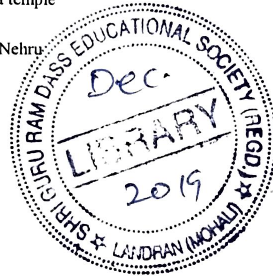
2 | M-75085

1 | M-75085

He was a Hindu and an Indian, the greatest in many generations, and he was proud of being a Hindu and an Indian. To him India was dear because she had represented throughout the ages certain immutable truths. But though he was intensely religious and came to be called the Father of the Nation which he had liberated, yet no narrow religious or national bonds confined his spirit. And so he became the great internationalist, believing in the essential unity of man, the underlying unity of all religions, and the needs of humanity, and more specially devoting himself to the service of the poor, the distressed and the oppressed millions everywhere.

His death brought more tributes than have been paid at the passing of any other human being in history. Perhaps what would have pleased him best was the spontaneous tributes that came from people of Pakistan. On the morrow of the tragedy, all of us forgot for a while the bitterness that had crept in, the estrangement and conflict of these past months and Gandhiji stood out as the beloved champion and leader of the people of India, of India as it was before partition cut up this living nation. What was his great power over the mind and heart of man due to? Even we realize that his dominating passion was truth. That truth led him to proclaim without ceasing that good ends can never be attained by evil methods, that the end itself is distorted if the method pursued is bad. That truth led him to confess publicly whenever he thought he had made a mistake-Himalayan errors he called some of his own mistakes. That truth led him to fight evil and untruth wherever he found them regardless of the consequences. That truth made the service of the poor and the dispossessed the passion of his life, for where there is inequality and discrimination and suppression there is injustice and evil and untruth. And thus he became the beloved of all those who have suffered from social and political evils, and the great representative of humanity as it should be. Because of that truth in him wherever he sat became a temple and where he trod was hallowed ground.

-Jawaharlal Nehru



Questions :

- a) About whom is the passage written.
 - b) Why does Nehru make the difference about being a "Hindu" and an "Indian"?
 - c) What great lesson did this great man show us for life?
 - d) What did "truth" mean to this great man?
 - e) Give the meanings of the following :
memorials, essential.
- 6) Read the comprehension and answer the questions which follow it :

The Voice had to be listened to not only on account of its form but for the matter which it delivered. It gave a message to the country that it needed greatly. It brought to the common people a realization of their duty to concern themselves with their affairs. The common people were made to take an interest in the manner in which they were governed, in the taxes they paid, in the return they got from those taxes. This interest in public affairs- politics as you may call it- was to be the concern no longer of the highly educated few but of the many- the poor, the propertyless, the workingmen in town and

country. Politics was not to be the concern of a small aristocracy of intellect or property of the masses. And with the change in the subjects of politics that Voice brought about also a change in the objects of politics. Till then politics had busied itself mainly with the machinery of Government towards making its personnel more and more native, with proposals for a better distribution of political power, with protests against the sins of omission and of commission of the administration. This Voice switched politics on to concern for the needs of the common people. The improvement of the lot of the poor was to be the main concern of politics and the politician. The improvement, especially of the lives of the people of the neglected villages, was to be placed before Governments and political organizations as the goal of all political endeavours. The raising of the standard of living of the people of villages, the finding of subsidiary occupations which would give the agricultural poor work for their enforced leisure during the off season and an addition to their exiguous income, the improvement of the housing of the poor, the sanitation of the villages- these were to be objectives to be kept in view. In the towns, the slums and cheries were to receive especial attention. There was especially a class of the poor for which that compassionate Voice pleaded and protested. This was for the so-called depressed class, the outcasts of Hindu society. The denial of elementary human rights to this class of people it considered the greatest blot on Hindu society and history. It raised itself in passionate protest against the age-old wrongs of this class and forced those that listened to it to endeavour to remove the most outrageous of them like untouchability. It caused a revolution in Hindu religious practice by having Hindu temples thrown open to these people. It made the care of them a religious duty of the Hindus by re-naming them Harijans.

Mr. Ruthnasami

Questions :

- a) Why had people to listen to "The Voice" of Mahatma Gandhi?
- b) Why had people to take an interest in politics?
- c) What was the change brought about in the objects of politics?
- d) What improvements were made for the common man?
- e) Explain:- "No longer the monopoly of the classes but the property of the masses".

SECTION-C

Write an essay on any two of the following topics :

- 7) Amazon Fire
- 8) Female Infanticide
- 9) Tourism contributes to the socioeconomic growth of an area

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Roll No.

Total No. of Pages : 02

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B.Sc.(ATHM) (2014 to 2017) (Sem.-1)
BASICS OF MANAGEMENT
Subject Code : BTA-03
M.Code : 11533

Time : 3 Hrs.

Max. Marks : 60

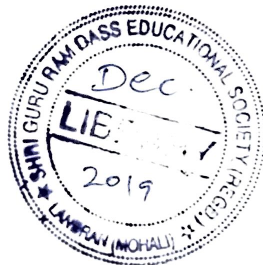
INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly :

- a) Ethics
- b) Controlling
- c) Decentralization
- d) Communication
- e) Co-ordination
- f) Planning
- g) Management Grid
- h) Quality control
- i) Line staff
- j) Society



SECTION-B

2. What are the traits of a successful manager?
3. Explain the theory of Herzberg.
4. What do you understand by organizational culture?
5. Discuss the techniques of effective coordination.
6. Differentiate between a leader and a manager.

SECTION-C

7. Explain different types of leadership.
8. What are the Barriers of Effective Communication?
9. How motivation among employees helps us to achieve Organizational goals?

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017) (Sem.-1)

CUSTOMER CARE & INTERPERSONAL SKILLS

Subject Code : BTA-05

M.Code : 11535

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly :

- a) Rapport
- b) Feed back
- c) After sale service
- d) Complaint
- e) Interpersonal skills
- f) Work ethic
- g) Collaboration
- h) Self confidence
- i) Workplace etiquette
- j) CRM



SECTION-B

2. Define customer and customer satisfaction in detail.
3. What are the consequences of satisfied and dissatisfied customers?
4. Explain need of customer care in detail.
5. Differentiate between customer care in airlines and customer care in hotels.
6. What are the key features to develop customer trust for online business?

SECTION-C

7. Describe about converting customer care philosophy into everyday action.
8. What is a service provider and how a service provider can be better than other?
9. What are the interpersonal skills? Name and explain.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017) (Sem.-1)

GEOGRAPHY OF TOURISM-I

Subject Code : BTA-04

M.Code : 11534

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **FIVE** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
3. SECTION-C contains **THREE** questions carrying **TEN** marks each and students has to attempt any **TWO** questions.

SECTION-A

1. Answer briefly :

- a) Flora of India
- b) Seasons of India
- c) Shimla
- d) Gangtok
- e) North Eastern Hills
- f) Western Plains
- g) Bhopal
- h) Ooty
- i) Cultural tourism in Chennai
- j) Peninsular plateau



SECTION-B

2. Explain various climatic regions of India.
3. Describe various tourist attractions of Sri Nagar.
4. Explain the cultural attractions of Lucknow.
5. Describe the various tourists attractions of Ooty.
6. Describe various attractions of Cochin.

SECTION-C

7. Discuss in detail Himalayan mountain ranges and prominent destinations in this range.
8. Write down a case study about tourism in Jaipur.
9. Why India is called as, a destination for all seasons and no reasons?

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017) (Sem.-1)

BASICS OF MANAGEMENT

Subject Code : BTA-03

M.Code : 11533

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

SECTION-A

1. Answer briefly :

- a) What is decentralization?
- b) What is meant by business ethics?
- c) What is line and staff organization?
- d) What is delegation?
- e) Define motivation.
- f) What is the role of planning in an organization?
- g) What is meant by social responsibility?
- h) What is management grid?
- i) What is Co-ordination?
- j) What is span of management?



SECTION-B

2. Discuss the various determinants of effective decentralization and differentiate between centralization and decentralization.
3. What is Organising? Discuss the types of organizations.
4. Discuss the nature & functions of management.
5. What is Communication? Discuss the principles of effective communication.
6. What is the social responsibility of business?

SECTION-C

7. Define Controlling. Discuss the process, methods and techniques of controlling.
8. Define leadership. Discuss the various styles of leadership.
9. Discuss and differentiate between the Maslow and Herzberg theory of motivation.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017) (Sem.-1)

TOURISM PRODUCTS AND SERVICES PART-I

Subject Code : BTA-02

M.Code : 11532

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.

SECTION-A

Q1. Answer the following :

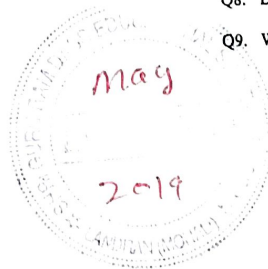
- a) Define Tourism Product.
- b) Enlist five National Parks famous for Tiger safari.
- c) What is called as Boutique Hotel?
- d) Enlist the classification of Hotels in India.
- e) Which place is famous for inland waterways in India?
- f) Which places are famous for Para Gliding in North India?
- g) Enlist 5 International festivals of India.
- h) What is Bungee Jumping?
- i) Angling is a famous sport. Name five places famous for Angling.
- j) What do you mean by Accessibility?

SECTION-B

- Q2. Describe the role of Budget Hotels in tourism industry.
- Q3. What are the popular tourist attractions Delhi?
- Q4. Design a brief itinerary of historical monuments of Tamil Nadu.
- Q5. Describe the role of Highways for Tourism Development.
- Q6. What is the difference between Wild Life Sanctuaries and National Parks? Name 5 each.

SECTION-C

- Q7. Discuss the importance of *Kumbh Mela* and its contribution in tourism development.
- Q8. Discuss the role of airline industry in promoting tourism.
- Q9. What is Island Tourism? Write in brief about Island Tourism of India.



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INSTRUCTION TO CANDIDATES :

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

- 1. Explain briefly the following terms :
 - a) Leisure
 - b) Inbound Tourism
 - c) Medical Tourism
 - d) Independent travel
 - e) Visitor
 - f) VFR
 - g) Mass tourism
 - h) Excursionist
 - i) Agenda 21
 - j) Wanderlust.



SECTION-B

- 2. Define the current scenario of "Medical Tourism" in India.
- 3. Write a note on significance of domestic tourism?
- 4. Write a brief note on Silk route.
- 5. Explain the role of government organizations in Destination development.
- 6. Write a note on economic impacts of tourism.

SECTION-C

- 7. Explain the impacts of political & social environment on Tourism.
- 8. How does mass tourism affect the carrying capacity of a destination?
- 9. Write a detailed note on Green tourism and its impacts.

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