

LANGUAGE OF COMMUNICATION –  
COMMUNICATIVE ENGLISH

Time : Three hours Maximum : 100 marks

PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

Answering a question involves answering all its sub-divisions.

1. (a) The ship sustained heavy damage. (Pick out the adjective in the following sentence)
- (b) It is a \_\_\_\_\_ lie. (Supply suitable adjective)
- (c) The \_\_\_\_\_ tidings were a heavy blow to the old man. (Supply suitable adjective)
- (d) Happy (use the adjective in a sentence)
- (e) Prevention is \_\_\_\_\_ than cure. (supply appropriate comparative or superlative degree)

2. (a) Write a sentence expressing an apology.
  - (b) Write a sentence using a modal auxiliary verb.
  - (c) Write a declarative sentence.
  - (d) Ravi became \_\_\_\_\_ (complete the sentence)
  - (e) This ice breaks, if you \_\_\_\_\_ (complete the sentence)
3. Use the following words in sentences of your own.  
(a) Affect (b) Effect  
(c) Artisan (d) Artist  
(e) Artiste
4. Identify the Gerund in the following sentences.  
(a) They love making castles in the air.  
(b) Ashok is fond of playing.  
(c) She dislikes smoking.  
(d) Ribu heard of her having gained a prize.  
(e) Hunting the animals is not allowed here.

5. Write a sentence expressing each of the following.

- (a) greeting
- (b) asking for information
- (c) suggestions
- (d) likes
- (e) preferences

6. Imagine a situation relating to each of the following spots and write a suitable question / statement / tag question.

- (a) airport
- (b) post office
- (c) shopping complex
- (d) temple
- (e) restaurant

PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. Assume that you are the police officer. There erupts violent due to frequent clashes between two villages in your town. Write in the form of dialogue your response and suggestions.

8. Describe a festival that attracts you very much.

9. Describe the beauty and shortcomings of a temple or church or mosque in a hill station you have visited.

10. Write a letter to your friend about the experience you had in your sea journey.

11. Write an essay on the tourist attractions in South India.

12. As a guide you take a group of tourists to waterfalls in a forest. Two rangers accompany you and the group to provide security. Narrate the experience.

13. (a) Give question tags to the following:

- (i) Anything can be arranged
- (ii) Something is missing
- (iii) Nothing can be seen
- (iv) All of them are invited
- (v) None of us were present
- (vi) I am going to meet him
- (vii) I am not going there
- (viii) I am your friend.

(b) Pick out the adverbs in the following sentences:

- (i) He was ill pleased
- (ii) Try again
- (iii) He is too shy
- (iv) We rose very early
- (v) I am so glad to hear it
- (vi) Cut it lengthwise
- (vii) Too many cooks spoil the broth
- (viii) Are you quite sure?

14. (a) Supply suitable prepositions in the blanks

- (i) The burglar jumped \_\_\_\_\_ the compound wall.
- (ii) The village was destroyed \_\_\_\_\_ fire.
- (iii) What is that \_\_\_\_\_ me?
- (iv) It cannot be done \_\_\_\_\_ offence.
- (v) He spoke \_\_\_\_\_ me.
- (vi) They live \_\_\_\_\_ the same roof.
- (vii) I have not seen him \_\_\_\_\_ last Wednesday.
- (viii) I have known him \_\_\_\_\_ a long time.

(b) Write a sentence each in the following tenses:

- (i) Simple present
- (ii) Present Perfect
- (iii) Present continuous
- (iv) Past perfect continuous
- (v) Simple past
- (vi) Past perfect
- (vii) Future continuous
- (viii) Simple future

LANGUAGE OF COMMUNICATION-  
COMMUNICATIVE FRENCH

Time : Three hours Maximum : 100 marks  
SECTION A - (20 marks)

1. Traduisez en anglais : (10)

*Un Client* : Je vois que vous affichez  
complet. Vous n'avez  
vraiment plus de chambre?  
C'est impossible!

*Le réceptionnaire* : Plus aucune, Monsieur. Je  
suis désolé. Nous sommes  
complets depuis deux jours.

*Le Client* : Vous connaissez un hôtel de  
même catégorie dans le  
quartier?

*Le réceptionnaire* : Oui Monsieur : plusieurs.  
Je peux téléphoner Si Vous  
voulez. Où préférez-vous y  
aller vous-même?

*Le Client* : Téléphonnez, s'il vous plaît.  
Une chambre pour deux  
personnes, si possible avec  
douche et w.-c.

*Le réceptionnaire* : Voilà, Monsieur. Vous avez  
une chambre, douche, w.-c.,  
au deuxième étage à l'hôtel  
*Argana*, à 210 francs la  
nuit, petits déjeuners  
compris, prix nets.

*Le client* : C'est loin d'ici ?

*Le réceptionnaire* : Non. Vous tournez à droite  
en sortant de l'hôtel; vous  
prenez la deuxième rue à  
gauche, puis la première à  
droite et vous verrez l'hôtel  
*Argana* en face de vous.

2. Lisez le texte ci-dessus et répondez à CINQ des  
questions suivantes : (5 x 2 = 10)

(a) Combien de personnes arrivent?

(b) Que veulent-elles ?

(c) Croient-elles que l'hôtel est complet?

(d) Depuis quand l'hôtel est-il complet?

(e) Que propose l'employé?

(f) Que va-t-il faire?

(g) À quel hôtel le réceptionnaire a-t-il trouvé  
une chambre?

(EXERCICES DE GRAMMAIRE)

3. Ecrivez en toutes lettres :

- (a) 19
- (b) 12
- (c) 80
- (d) 41
- (e) 50.

4. Ecrivez en toutes lettres :

- (a) 1h 15
- (b) 2h 30
- (c) 3h 25
- (d) 4h 00
- (e) 5h 45

5. Complétez avec les articles:

- (a) Il est neuf heures, c'est l'heure \_\_\_\_\_ cours.
- (b) Voici la photo \_\_\_\_\_ professeur.
- (c) Je joue \_\_\_\_\_ cartes.
- (d) Elles travaillent \_\_\_\_\_ musée.
- (e) Nous partons \_\_\_\_\_ Etats-Unis.

6. Trouvez des questions :

- (a) \_\_\_\_\_ ? Non, pas assez!
- (b) \_\_\_\_\_ ? Oui, trop souvent.
- (c) \_\_\_\_\_ ? Je ne crois pas.
- (d) \_\_\_\_\_ ? Non, pas un sou.
- (e) \_\_\_\_\_ ? Plus que toi!

7. Conjuguez le verbe.

*Exemple* : Elle et toi, (acheter) des chaussettes → Elle et toi, vous achetez des chaussettes.

- (a) Paul et Jack (apporter) des livres.
- (b) Le professeur (répéter) la question.
- (c) Sylvie et toi, (acheter) ces chaussures?
- (d) Marc et moi, (préférer) Ce pull-over.
- (e) Toi, (posséder) cet appartement?

8. Mettez au pluriel :

Une montre suisse. Un bon film. Une langue étrangère. Une chambre agréable. La ville tranquille.

9. Ecrivez :

- (a) les mois de l'année.
  - (b) les jours de la semaine.
- (2 x 2 1/2 = 5)

10. Conjuguez les verbes.

*Exemple payer, 1 re personne, singulier → Je paie  
ou je paye.*

- (a) aller, 1re pers., sing.
- (b) préférer, 1re pers., sing.
- (c) aller, 3e pers., plur.
- (d) faire, 2re pers., plur.
- (e) payer, 3e pers., plur.

11. Mettez au futur proche.

*Exemple : Nous écoutons la radio. → Nous allons  
écouter la radio.*

- (a) Nous jouons aux cartes.
- (b) Elle fait un cassoulet pour midi.
- (c) Nous voyageons en été.
- (d) On passe un bon film samedi.
- (e) Ce soir, on va au théâtre.

12. *Peu? Beaucoup? Trop? Beaucoup trop (de)..?*  
Qu'est-ce que vous pensez?

*Exemple : On passe (films) à la télévision. → On  
passe beaucoup trop de films à la télévision!*

- (a) Elle achète (vêtements). →
- (b) Nous faisons (économies). →
- (c) Nous avons (frais). →
- (d) Il y a (voitures) dans les rues. →
- (e) Le samedi, il y a (monde) dans les  
magasins. →

SECTION C - (30 marks)

13. Traduisez en français CINQ des expressions  
suivantes : (5)

- (a) I am calling from the room.
- (b) You have received a letter, sir.
- (c) Take my luggage.
- (d) Sorry sir, pet animals are not allowed in the  
bar.
- (e) Please clean my room.
- (f) I want to change some Euros.
- (g) The telephone in my room is not working.

14. Traduisez en anglais CINQ des expressions  
suivantes : (5)

- (a) Ils travaillent ensemble.
- (b) Nous allons au marché.
- (c) Elles n'entrent pas dans la classe.
- (d) Elles font une promenade.
- (e) M. et Mme Choudhury ont des enfants.
- (f) Le professeur arrive à neuf heures.
- (g) Vous avez des bagages?

15. Faites des phrases avec CINQ des mots ou des expressions suivants: (5 x 2 = 10)

- (a) ici;
- (b) sur;
- (c) envers;
- (d) au-dessus de;
- (e) entre;
- (f) suivant;
- (g) malgré;

16. Rédigez un dialogue sur l'UN des sujets suivants: (10)

- (a) Vous êtes à la réception. Vous recevez un client mais l'hôtel est complet.
- (b) Vous êtes le maître d'hôtel. Vous accueillez un groupe dans le restaurant.

Time : Three hours Maximum : 100 marks

PART A — (4 × 5 = 20 marks)

Answer any FOUR questions in not exceeding 1 page each.

(e) यह गाड़ी देर से आ पहुँचेगी।

(f) यह पाठ पढ़ो।

(g) मैं कुछ नहीं बोला।

(h) गाड़ी दस बजे निकली।

15. Translate into Hindi :

(a) Rama is Reading.

(b) What are you doing?

(c) The girl is singing.

(d) Small boys are playing.

(e) He writes a lesson.

(f) The horse runs fast.

(g) Velu goes to the house.

(h) That lady sells fruits.

1. Write the equivalent words in Hindi:

(a) University (b) Tourism

(c) Railway Ministry (d) Clerk

(e) Hospital (f) Doctor

(g) All India Radio (h) Computer

(i) File (j) Accountant

2. Write the equivalent words in English:

(a) कबूतर (b) धागा

(c) फसल (d) पेशेवर

(e) अनार (f) मकान.

(g) परिवार (h) दीमक

(i) संगति (j) ग्रन्थ



PART B — (5 × 16 = 80 marks)

3. Change the Gender of the following:

- |            |          |
|------------|----------|
| (a) पति    | (b) शेर  |
| (c) बकरा   | (d) गुरु |
| (e) सुर्गी | (f) देवर |
| (g) बैल    | (h) नौकर |
| (i) छात्रा | (j) वर   |

4. Change the numbers of the following:

- |             |            |
|-------------|------------|
| (a) घर      | (b) पौधा   |
| (c) लड़की   | (d) डाकू   |
| (e) औरत     | (f) किताब  |
| (g) बुढ़िया | (h) लता    |
| (i) हाथी    | (j) पहिराँ |

5. Write the numerals in Hindi:

- |         |         |
|---------|---------|
| (a) 42  | (b) 65  |
| (c) 73  | (d) 91½ |
| (e) 100 |         |

6. Write any FIVE fruits names in Hindi.

Answer any FIVE questions in not exceeding 4 pages.

7. Write a conversation in Hindi between two friends in play ground
8. Write a conversation in Bus stand.
9. Write about Hindu festival 'Pongal' or 'Holi'.
10. Write the name of some vegetables in Hindi.
11. Write about 'Taj Mahal'.
12. Write the summary of the story 'चुनमुन की कमीज' in Hindi.
13. Write the summary of the story 'कुएँ में चाँद' in English.
14. Translate into English.
  - (a) मैंने खया।
  - (b) मैं मैदान में खेलूँगा।
  - (c) गोपाल आया।
  - (d) आपने कहानी सुनी।

**TOURISM MANAGEMENT**

Time : Three hours

Maximum : 100 marks

**PART A — (4 × 5 = 20 marks)**

Answer any FOUR questions.

1. Define tourism. Write notes on concept of management in tourism industry.
2. Write notes on development of tourism in India during pre-independence period.
3. Define Planning. Write notes on steps involved in planning.
4. What is departmentation? Mention its importance in organizing process.
5. What is training? Mention its importance for tourism personnel.
6. Write notes on crisis management in tourism.

**PART B — (5 × 16 = 80 marks)**

Answer any FIVE questions each in 4 pages.

7. Give a detailed account on measurements of tourism defined by various organizations.
8. Explain the importance of various components of tourism.

9. Give a detailed account on theories of motivation.
10. Comment on the various sources of recruitment followed in tourism industry.
11. What is decision making? Explain its importance in tourism management.
12. Explain the role of financial management in tourism.
13. Explain the role played by I.T.D.C. in promotion of tourism in India.
14. Write notes on :
  - (a) Socio – economic importance of tourism (8)
  - (b) Team Management. (8)

TOURISM PRODUCTS

Time : Three hours

Maximum : 100 marks

PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

1. What are the importance of Religious centers in Tamilnadu?
2. Write a short notes on Janism.
3. What is the minor Religious Sect?
4. What is the content of Trekking?
5. List out the theme parks in India.
6. Write a short notes on Entertainments.

PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. Discuss the various Hindu temples in Tamil Nadu.
8. Discuss about Architectural heritage of India.

9. Write an essay about tribal contributions.
10. Explain about Indian Paintings.
11. What are the fairs and festivals in India?
12. Explain Tourism products.
13. Explain in detail about South Indian handicrafts.
14. Write an essay about Natural Tourism Resource.

**CULTURAL HERITAGE OF INDIA**

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Time : Three hours

Maximum : 100 marks

**SECTION A — (4 × 5 = 20 marks)**

Answer any FOUR questions:

1. List out the problems found in unity is diversity.
2. Write down the family system followed by Vedas.
3. Write a brief note on "Chalukyas" and their contributions.
4. Explain the styles prevailed in dress and jewellery during Guptas ruling.
5. Define the following :
  - (a) Yajur Veda
  - (b) Adharva Veda.
6. What is meant by composite culture? Explain.

**SECTION B — (5 × 16 = 80 marks)**

Answer any FIVE questions.

7. "Indian culture is one of the major attraction for foreign tourists". Discuss.
8. Explain in detail about the nature, uniqueness and features of Indus valley civilization's art and architecture.
9. Describe the social conditions, customs and practices found in Mauryas period.
10. Bring out a comparative study between Pandiyas and Cholas contributions to the society.
11. Write down an essay about impact of emergence of Islam in India.
12. Write a brief note on following :
  - (a) Rastrakutas
  - (b) Vijayanagaras
  - (c) Rajputras
  - (d) Cholas.
13. Discuss in detail about the heritage richness of India.
14. Explain the emergence and impact of Christianity in India.

TOURISM MARKETING

Time : Three hours

Maximum : 100 marks

PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

1. Define marketing concepts.
2. Who is PRO?
3. What are the basic tools for writing tourism?
4. Define personality development.
5. What are the objectives of marketing research?
6. What is distributional channels?

PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. Explain in details about features of tourism product.
8. What are the objectives of advertisement?

9. Explain in detail aims of sales support techniques.
10. What is the importance of PRO in tourism?
11. Explain the physical aspects of male and female personnel appearance.
12. What is forecasting tourism product?
13. What are the types of channels of distributions?
14. What are the limitations of marketing research?

**TOURISM POLICY AND PLANNING**

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Time : Three hours

Maximum : 100 marks

**SECTION A — (4 × 5 = 20 marks)**

Answer any FOUR questions.

1. Write a short note on need and scope of tourism policy.
2. Explain the necessity of tourism planning.
3. Explain the outcomes of Goa declaration.
4. Write a brief note on national committee for tourism.
5. Differentiate between private and public sectors in tourism.
6. Explain the role of environment in tourism.

**SECTION B — (5 × 16 = 80 marks)**

Answer any FIVE questions.

7. Briefly explain the stages of formulation of tourism policy.
8. How to maintain the tourism resources of the nation? Suggest your ideas to maintain, control and develop the tourism resources.

9. Bring out an essay about National action plan – 1992 and its outcomes in India.

10. What are the incentives and subsidies provided by state and central governments to promote tourism in India? Explain.

11. Write down an essay on the development tourism in India supported by five year plans.

12. Explain how to evaluate the performance of tourism planning.

13. Explain the role of national committee for tourism in developing tourism economy in India.

14. How to establish a tourism policy? Discuss.

TOURISM ECOLOGY

Time : Three hours

Maximum : 100 marks

## PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

1. Explain integrity and sustainability.
2. What are the demerits of ecology to tourism?
3. What is prevention of hazards?
4. What are the usage of EIA?
5. What are the strategies with special reference to tourism?
6. Define business of eco-tourism.

## PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. What is the species their diversity? Explain.
8. Write an essay on overview of tourism activities.

9. What are the impact of highway construction?
10. Describe the culture and tradition of habitat in ecology.
11. Define eco-development. Explain principles.
12. What is fishing tourism? Explain eco-tourism.
13. Describe UN initiatives on ecology and environment.
14. Write an essay about business of eco-tourism.

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 TRAVEL MANAGEMENT
 

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Time : Three hours

Maximum : 100 marks

## PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

1. What is meant by wholesale travel agency? Explain.
2. List out and explain the requirements of travel agency.
3. Who is an inbound tour operator? Explain.
4. Explain business tours.
5. Who are called as ground handlers in tourism? Explain their role in tourism.
6. Write a brief note on General Sales Agent (GSA).

## PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. Define the following in detail.

- (a) Visa
- (b) Passport
- (c) Emigration
- (d) Circle tour.

8. Plan and present an itinerary for twenty people who travel from Tamilnadu to Visit Indian Buddhist circuits for ten days.
9. How to operate a travel agency? What are the qualities needed for a marketing manager of a travel agency? Explain.
10. What are the services offered by travel agency? Describe.
11. Write down essay about the policies and practices of tour management.
12. Explain the factors influencing the business forecast of a tour operator.
13. Bring out an essay on India's biggest railway network.
14. "Travel agents and tour operators are playing magnificant role in tourism Industry". Justify this statement briefly.



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 HOSPITALITY MANAGEMENT
 

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Time : Three hours

Maximum : 100 marks

## PART A — (4 × 5 = 20 marks)

Answer any FOUR questions.

1. Explain the features of industrial catering.
2. Write a brief note on lobby of a hotel.
3. Differentiate between various meal plans offered in hotel industry.
4. Explain the following.
  - (a) Duplex room
  - (b) Maids cart.
5. What are the social skill required for a receptionist? Explain.
6. Write a brief note on menu planning.

## PART B — (5 × 16 = 80 marks)

Answer any FIVE questions.

7. Write a brief essay on emergence of chain group hotels in India.
8. "Food and beverage production and service departments are one of the major source of income of a hotel". Discuss.

9. Write a brief note on each of the following:

- (a) Residential hotel
- (b) Pent house
- (c) Grill room
- (d) Carpet shampooing.

10. Draw the organisation structure of front office and explain the duties and responsibilities of staff.
11. Explain the factors may influence the performance of a hotel. Suggest the remedies to overcome those situations.
12. Briefly discuss the various types of menus offered in luxury hotels.
13. Discuss the guest's check-in and check-out procedures in detailed manner.
14. Write a brief note on each of the following.
  - (a) Multi-cuisine restaurant
  - (b) Lost and found
  - (c) Over booking
  - (d) Relief cook.