

TOURISM MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

All questions carry equal marks.

1. Define tourism management.
2. What is motivation?
3. Define planning.
4. What is organisation structure?
5. Explain staffing.
6. What is a manpower planning?
7. Define Recruitment.
8. What do you mean by performance appraisal?
9. Define Leadership.
10. What is meant by Team Management?

11. Mention the importance of crisis management in tourism.

12. What is group tourism?

PART B — (6 × 5 = 30 marks)

Write short notes on any SIX questions.

All questions carry equal marks.

13. Economic importance of Tourism.

14. Role of private and public sector.

15. Factor of motivation in Tourism.

16. Importance of Tourism Planning.

17. Organisation system in Tourism Industry.

18. Such of Recruitment for tourism employees.

19. Conflict management.

20. Job design in Tourism.

PART C — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

21. Describe the functions of Tourism Management.

22. Explain the economic significance of Tourism industry in India.

23. Write an essay on the development of Tourism in India in pre-independence and post independence periods.

24. Critically examine any two theories of motivation in tourism industry.

25. Examine the role of private transport in boosting tourism in India.

26. How will you select the required employees for tourism industry?

27. Describe the various methods of performance appraisal in tourism.

26. Write an essay on Airline payments.
27. Elucidate the role played by IATO in the development of tourism.
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1212/TM2

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Paper II — TRAVEL MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

All questions carry equal marks.

Answer each questions in 2 or 3 sentences.

1. Who was G.M. Pullman?
2. What is Grand Tour?
3. Who become the active members of IATA?
4. What are the Traffic conference areas of IATA?
5. What is Immigrant Visa?
6. What are the deadly diseases accorded by WHO?
7. Who is a traveler?

