F 5737 (Pages : 2) Reg. No.....

Name.....

B.VOC. DEGREE EXAMINATION, SEPTEMBER 2019

First Semester

Tourism and Hospitality Management

TOUR GUIDING AND ESCORTING

(For B.Voc. Tourism and Hospitality)

[2018—2019 Admissions]

{Old Scheme}

Time : Three Hours Maximum : 80 Marks

Part A

Answer **all** *questions in one* **or** *two sentences each.*
Each question carries 1 *mark.*

1. Define Tour guide.
2. What is meant by Government guide ?
3. What is service cycle ?
4. State the need for developing speaking skills by a tour guide.
5. Who is called as interpreter ?
6. What are the mode of transportation ?
7. What is meant by personality ?
8. What is meant by evaluation ?
9. Make a brief note on accident and tourism.
10. What causes complaints ?

(10 × 1 = 10 marks)

Part B

Answer any **eight** *questions.*
Each answer in not more than 50 *words.*
Each question carries 2 *marks.*

11. What are the various skills of tour escorts ?
12. What are the moral Qualities of a tourist guide ?

Turn over

13. What are the importance of leadership qualities to a tourist guide ?
14. How a tour guide should improve his/her personality ?
15. Who is called as escort interpreter ?
16. State various professional ethics of a tour guide.
17. What are the various role of interpreter ?
18. What are the factors to be considered to select correct mode of transport for tour ?
19. What are the accident arise due to activities of tourist ?
20. What are the benefits of analyzing the tourist complaint ?
21. State the importance of communication skill to a tour guide.
22. List out the result of accident in the middle of travel package.

(8 × 2 = 16 marks)

Part C

Answer any **six** *questions.*
Each answer in not more than 100 *words.*
Each question carries 4 *marks.*

23. Explain the duties of a tour guide.
24. What are the organisation steps to be taken by a guide before the Tour ?
25. What are the advantages of water transport in tourism ?
26. Explain the different methods of evaluation of Tour guide's performance.
27. Explain the responsibilities of an interpreter.
28. What are the professional ethics to be followed by tour guide while receiving tourist ?
29. What are the effective factors to be consider in choosing the transportation mode in tourism ?
30. What are the various types of interpretation ? Explain.

(6 × 4 = 24 marks)

Part D

Answer any **two** *questions.*
Each answer in not more than 400 *words.*
Each question carries 15 *marks.*

31. What are the 7 sins of guide ? Explain.
32. What qualities should posses by theme for interpretation? Explain.
33. Explain the code of conduct to be followed by tourist guide.
34. What are the various job responsibilities of a tour guide ?
35. Analyse the different methods of evaluation of Tour guide's performance.

(2 × 15 = 30 marks)