

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2021**

B.T.T.M. (Travel and Tourism)

TTM 3C 06 AND TTM 4C 08—TOURISM IN INDIA AND TOURISM INDUSTRY AND
TRAVEL GEOGRAPHY

Time : Three Hours

Maximum : 80 Marks

Part A (TTM 3C 06 —TOURISM IN INDIA) [40 marks]

SECTION A

Answer all the following questions.

Each question carries ½ mark.

1. Which among the following is not a World Heritage Site.
 - (a) Bhimbetka.
 - (b) Nilgiri Mountain railway.
 - (c) Khajuraho.
 - (d) Lotus temple.
2. Madhubani Painting belongs to :
 - (a) Rajasthan.
 - (b) Bihar
 - (c) Madhya Pradesh.
 - (d) Odissa.
3. Rann of Kutch is a _____ desert.
 - (a) Sand.
 - (b) Salt.
 - (c) Snow.
 - (d) Golden.
4. Which of the following is not a backwater destination ?
 - (a) Cochin.
 - (b) Allapppy.
 - (c) Kumarakom.
 - (d) Varkala.
5. In which year Wildlife Protection Act was enacted ?
 - (a) 1972.
 - (b) 1978.
 - (c) 1982.
 - (d) 1987.

Turn over

6. Where is Dakshinachitra located ?

- (a) Chennai. (b) Bangalore.
(c) Cochin. (d) Hyderabad..

(6 × ½ = 3 marks)

SECTION B

Answer any five of the following questions.

Each question carries 2 marks.

7. Write note on Mohiniyattam.
8. Write the significance of Martial arts of Kerala.
9. What do you mean by cultural heritage?
10. What are the types of temple architecture in India.
11. Differentiate between wildlife sanctuary and national parks.
12. What is the significance of Surajkund craft mela ?

(5 × 2 = 10 marks)

SECTION C

Answer any three of the following questions.

Each question carries 5 marks.

13. Briefly explain the popular schools of Indian music.
14. Describe the specific characteristics of Muslim architecture in India.
15. Elucidate on the classical dance forms of India.
16. Discuss the potential for adventure tourism in Himalayas.

(3 × 5 = 15 marks)

SECTION D

Answer any one of the following questions.

The question carries 12 marks.

17. Discuss with suitable references, why India is one of the popular cultural diversities of the world.
18. Elaborate on theme based tourist circuits of south India.

(1 × 12 = 12 marks)

Part B (TTM 4C 08 TOURISM INDUSTRY AND TRAVEL GEOGRAPHY) [40 marks]

SECTION A

*Answer all the following questions.
Each question carries ½ mark.*

1. In which part of Europe are the Kjolen Mountains ?
 - (a) Scandinavia.
 - (b) Iberian Peninsula.
 - (c) Eastern Europe.
 - (d) U.K..
2. Diamond, Gold and Silver are different classifications for _____.
 - (a) Hotels.
 - (b) Resorts.
 - (c) Homestays.
 - (d) House boats.
3. Which of the following is NOT a national park ?
 - (a) South Downs.
 - (b) Exmoor.
 - (c) Snowdonia.
 - (d) Dartmoor.
4. Scandinavian countries have shares in which Scandinavian airline ?
 - (a) SAS.
 - (b) DFDS.
 - (c) BA.
 - (d) Braathens SAFE.
5. The 'Blue Lagoon' is located in which country ?
 - (a) Iceland.
 - (b) Finland.
 - (c) Sweden.
 - (d) Norway.
6. What is TAC ?
 - (a) Travel Allowance Concession.
 - (b) Travel Agency Concession.
 - (c) Travel Agency Commission.
 - (d) Travel Allowance Commission.

(6 × ½ = 3 marks)

SECTION B

*Answer any five of the following questions.
Each question carries 2 marks.*

7. Differentiate between tour wholesalers and retailers.
8. Define a Hotel.

Turn over

9. Explain the characteristics of tourism industry.
10. What do you mean by code sharing in airline terminology ?
11. Explain the cultural attractions in China.
12. Write note on the geographical advantage for Thailand.

(5 × 2 = 10 marks)

SECTION C

*Answer any **three** of the following questions.
Each question carries 5 marks.*

13. Explain the nature and characteristics of tourism industry.
14. Discuss the functions and responsibilities of Front office department.
15. Describe the classifications of hospitality industry.
16. Highlight on the significance of Supplementary accommodation units.

(3 × 5 = 15 marks)

SECTION D

*Answer any **one** of the following questions
The question carries 12 marks.*

17. Discuss the major challenges faces by India aviation industry.
18. Discuss the emerging trends in tour business.

(1 × 12 = 12 marks)

FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2021

B.T.T.M. (Travel and Tourism)

TTM 3C 05 AND TTM 4C 07—BUSINESS REGULATORY FRAMEWORK AND I.T. FOR
BUSINESS

Time : Three Hours

Maximum : 80 Marks

Part A (TTM 3C 05—BUSINESS REGULATORY FRAMEWORK)

I. Objective Type Questions :

Answer *all* questions. Each question carries $\frac{1}{2}$ marks :

1 Price means the non monetary value consideration for a sale goods (True/False)

2 An agreement enforceable by law (True/False)

3 A company and its shareholders are not one and the same (True/False)

4 Bailment is derived from _____.

A) French word.

B) Greek word.

C) Both (A) and (B).

D) None of the above.

5 The Negotiable Instruments Act enacted on _____.

A) 9th December 1881.

B) 10th December 1872.

C) 11th December 1932.

D) 8th December 1986.

6 The President of the National Commission must be qualified to be the _____.

A) Judge of High Court

B) Judge of Supreme Court.

C) District Judge.

D) None of the above.

(6 × $\frac{1}{2}$ = 3 marks)

II. Very Short Answer Questions :

Answer any *five* questions from the following. Each question carries 2 marks :

7 Define Law.

8 Who is bailee ?

9 What do you mean by bill of exchange ?

10 Who is consumer as per CPA 1986 ?

Turn over

11 What do you mean by digital signature certificate ?

12 What do you mean by cyber crime ?

(5 × 2 = 10 marks)

III. Short Essay Questions :

Answer any *three* questions from the following. Each question carries 5 marks :

13 Discuss the legal contact capacity of following persons :

a) An Alien.

b) A Married Women.

14 When can be breach of condition be treated as breach of warranty ?

15 What are the rights of unpaid seller against the goods ?

16 Discuss the offences and penalties under IT Act, 2000 ?

(3 × 5 = 15 marks)

IV. Essay Questions :

Answer any *one* question from the following. The question carries 12 marks :

17 State the main provisions of Consumer Protection Act, 1986 and how consumer courts are different Civil Court ?

18 "All contracts are agreements but all agreements are not contract" - Justify.

(1 × 12 = 12 marks)

Part B (TTM 4C 07—I.T. FOR BUSINESS)

I. Answer *all* questions. Each question carries ½ mark :

1 What do you mean by PC ?

2 Name any two input devices of computer.

3 Expand ISDN.

4 Write the shortcut command to save a document.

5 What is INTRANET ?

6 Write any two functions of database management system.

(6 × ½ = 3 marks)

II. Very Short Answer Questions :

Answer any *five* questions from the following. Each question carries 2 marks :

7 What do you mean by computer conferencing ?

8 What is Portal ?

- 9 What do you mean by Virtual Private Networks ?
- 10 Write down any four functions of MS-Excel.
- 11 What do you mean by voucher entry ?
- 12 Write a note on Bulletin Board.

(5 × 2 = 10 marks)

III. Short Essay Questions :

Answer any *three* questions from the following. Each question carries 5 marks :

- 13 Write down the major benefits of office automation.
- 14 What are the characteristics of word processing ?
- 15 How to generate a report in MS-Access ?
- 16 Distinguish between website and search engine.

(3 × 5 = 15 marks)

IV. Essay Questions :

Answer any *one* question from the following. The question carries 12 marks :

- 17 Discuss in brief about:
 - a) Desktop Publishing.
 - b) DBMS.
 - c) EDI.
- 18 What is computer accounting ? Explain the major functions of Tally.

(1 × 12 = 12 marks)

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2021**

B.T.T.M. (Travel and Tourism)

TTM 4B 06—INTRODUCTION TO HOSPITALITY

Time : Three Hours

Maximum : 80 Marks

I. Answer *all* questions. Each question carries $\frac{1}{2}$ mark :

- 1 What is a room on the terrace is called ?
- 2 What are important duties of a front office clerk ?
- 3 What do you call a guest needing special attention ?
- 4 What do you mean by confirmed reservation ?
- 5 A date wise record of the events, guest complaints, or request is called _____.
- 6 Where is Safe deposit Locker located in a hotel ?
- 7 To whom does a hotel a Bell Captain reports for duty ?
- 8 What is another term for Half Board ?
- 9 What is a Transit Hotels
- 10 Guests who leave hotel without settling the bill is called as _____.
- 11 What is CP Plan ?
- 12 Who is a GRE ?

(12 × $\frac{1}{2}$ = 6 marls)

II Write Short Notes on any *ten* questions. Each question carries 2 marks :

- 13 Differentiate between Condominium Hotels and Time share hotels.
- 14 What do you mean by the term Ergonomics ?
- 15 Who is a Resident Manager ?
- 16 What is forecasting room reservations ?
- 17 Who is a walk in Guest ?

Turn over

- 18 What do you mean by Night Audit ?
- 19 What do you understand by transport catering ?
- 20 What are supplementary accommodation ?
- 21 What do you understand by multi cuisine restaurant ?
- 22 Name the Taj Hotels in Kerala.
- 23 What do you mean by uniformed service department ?
- 24 What is the concept of boutique Hotel ?

(10 × 2 = 20 marks)

III. Write Short Essay on any *six* questions. Each question carries 5 marks :

- 25 Define a hotel and explain the different types of lodging establishments
- 26 Explain the check in procedure for a reserved guest ?
- 27 Write about conference facilities offered in 5 star hotels.
- 28 Discuss the career opportunities in the hospitality industry.
- 29 Hotel rooms are highly perishable- Discuss the statement.
- 30 Draw the organization chart of the front office department and explain the duties and responsibilities of any one personnel.
- 31 Explain about the different food and beverage outlets in a hotel.
- 32 Discuss in detail about the role of sale and marketing department.

(6 × 5 = 30 marks)

IV Write an Essay on any *two* questions. Each question carries 12 marks :

- 33 Explain the star classification system in a hotel and the importance of classification.
- 34 Explain in detail about the seven P's of marketing in hospitality marketing.
- 35 Discuss the functions and activities of FHRAI and AH and LA.
- 36 Explain the evolution and growth of any international chain hotel.

(2 × 12 = 24 marks)

FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2021

B.T.T.M. (Travel and Tourism)

TTM 4B 05—TRAVEL GEOGRAPHY

Time : Three Hours

Maximum : 80 Marks

Section A*Answer all the questions.**Each question carries ½ mark.*

1. Karijini National Park is located in which country ?
2. What is the three-letter city code of Hanoi, Vietnam ?
3. What is the currency code of Baht, Thailand ?
4. What is the capital city of Germany ?
5. Bali is located in which country ?
6. Mention any two tourist attractions of Bhutan.
7. Burj Khalifa, the tallest tower is an attraction which country ?
8. Angel Water Fall is located in which continent ?
9. Louvre, the largest museum in the world, is located in which country ?
10. The 0° longitudinal line is known as _____.
11. What is the time difference between Japan (GMT+9 and Mexico (GMT-6) ?
12. Emirates is the national carrier of which country ?

(12 × ½ = 6 marks)

Section B*Write short answer to any ten questions.**Each question carries 2 marks.*

13. Mention any four attractions of Singapore.
14. Differentiate between DST and GMT
15. What are the sub areas of IATA Area I ?

Turn over

16. Mention any four countries of Middle East subarea of Area II ?
17. Note down any four countries of Mid Atlantic Sub area ?
18. Mention the major attractions of Seychelles.
19. What are the important heritage attractions of Italy ?
20. What are Eastern and Western Hemispheres ?
21. What do you mean by IDL ?
22. Mention any four important National Parks of China.
23. List out any four countries of Western Africa sub area ?
24. What are the major attractions of UAE ?

(10 × 2 = 20 marks)

Section C

*Write short essay to any six of the following questions.
Each question carries 5 marks.*

25. What are the important tourist destinations of France ?
26. Identify and describe the tourism destinations of Malaysia.
27. What are the major attractions of Indonesia ?
28. Calculate the flying time for the journey departing from SEL, Seoul, Korea at 1230 on 07 May and arriving JNB, Johannesburg, South Africa on 13 May at 2325. (SEL: GMT+8, JNB : GMT+2).
29. What are the subareas of IATA Area II/TCII ?
30. Explain the significance of time zones on tour planning.
31. Explain the tourism attractions of Japan.
32. Identify and describe the tourism destinations of UK.

(6 × 5 = 30 marks)

Section D

*Answer any two of the following questions.
Each question carries 12 marks.*

33. Explain the important tourism attractions and destinations of Gulf Countries.
34. Explain the major tourism destinations of Australia and New Zealand.

35. Describe the tourist attractions of Egypt and South Africa.

36. Write down the three-letter city code, country and Area of the following cities :

A) Manchester.

B) Helsinki.

C) Addis Ababa.

D) Chicago.

E) Manila.

F) Jakarta.

G) Sydney.

H) Tokyo.

I) Shanghai.

J) Kuala Lumpur.

K) Beijing.

L) Auckland.

(2 × 12 = 24 marks)

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FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION, APRIL 2021

B.T.T.M. (Travel and Tourism)

TTM 4C 06—BUSINESS STATISTICS AND INFORMATION TECHNOLOGY—II

Time : Two Hours and a Half

Maximum : 80 Marks

Section A (Short Answer Questions)*Answer at least ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 30.*

1. What are the limitations of statistics ?
2. Define Frequency Polygon.
3. The average of 11 results is 30, that of first five is 25 and that of last five is 28. What is the sixth result ?
4. Find the harmonic mean of the values 15,5,12,8 and 10.
5. Differentiate between population and sample.
6. Calculate median income from the following :
Income : 981, 884, 991, 907, 1072, 922, 1277, 1153, 2488, 1490.
7. Define Lorenz curve.
8. Define Index Number.
9. What is networking ?
10. Define Database.
11. Define Management Information System.
12. What is Sales Management System ?
13. Define Property Management System.
14. Define airline scheduling system.
15. Define Database users.

(10 × 3 = 30 marks)

Turn over

Section B (Paragraph/Problem Type)

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Calculate upper and lower quartiles from the following data.

Marks	0-10	10-20	20-40	40-60	60-80	80-100
No. of students	8	10	22	25	10	5

17. What are the different types of sampling ?

18. Find the mean deviation for the following observations : 3, 3, 5, 9, 10, 12, 12, 12, 18, 21 and 21.

19. Calculate the standard deviation from the data given below :

X	140	145	150	155	160	165	170	175
f	4	6	15	30	36	24	8	2

20. Discuss about database languages.

21. Explain types of topologies.

22. Explain other online travel intermediaries in travel distribution system.

23. How ICT important in sales and marketing systems ?

(5 × 6 = 30 marks)

Section C (Essay Type)

Answer any two questions.

Each question carries 10 marks.

24. Explain diagrammatic and graphical presentation of data.

25. a) Define Skewness and Kurtosis.

- b) Find the mean and median from the following data :

Class	0-10	10-20	20-30	30-40	40-50	50-60
Frequency	9	14	17	12	5	3

26. Discuss about database models.

27. Discuss how IT system useful in airlines.

(2 × 10 = 20 marks)

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B.T.T.M. (Travel and Tourism)

TTM 4B 06—INTRODUCTION TO HOSPITALITY BUSINESS

Time : Two Hours and a Half

Maximum : 80 Marks

Section A (Short Answer Type)*Answer at least ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 30.*

1. What do you mean by ARR ?
2. Define the term hospitality.
3. What is meant market share index ?
4. Define B & Bs.
5. What is back of the office ?
6. What do you mean by occupancy ratio ?
7. Define PMS.
8. What are EP and AP ?
9. What do you mean by supplementary accommodation ?
10. Name any four examples of heritage hotels.
11. What is FHRAI ?
12. Define concierge.
13. What is cabana room ?
14. Define ADR.
15. What are serviced apartments ?

(10 × 3 = 30 marks)

Turn over

Section B (Paragraph/Problem Type)

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Explain in brief the evolution and development hotel industry in India.
17. Describe the major functions of front office department.
18. Write a note on uniformed service department.
19. Elucidate the classification of hotels based on the location.
20. Explain the importance of yield management in F&B department.
21. Bring out the service systems followed in the hotel industry.
22. Write a note on ITDC's Ashoka group of hotels in India.
23. Explain the procedure for classifying star category hotels.

(5 × 6 = 30 marks)

Section C (Essay Type)

Answer any two questions.

Each question carries 10 marks.

24. Discuss the major types of hotels in tourism industry.
25. Explain the organisation structure of a large hotel.
26. Discuss the recent trends hospitality business.
27. Elucidate the role and functions of Computerised Reservation System in hospitality industry.

(2 × 10 = 20 marks)

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2021**

B.T.T.M. (Travel and Tourism)

TTM 4B 05—TRAVEL GEOGRAPHY

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

Answer at least ten questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. What is IDL ?
2. Bring out the role of geography in tourism.
3. Name any *four* countries situated in IAT A area3/TC3.
4. List out the main attractions of Israel.
5. What is the time difference between London and Delhi ?
6. Write IATA Three Letter Codes of Maldives, Israel, UAE and Germany.
7. Make a list of important tourist destinations of Mexico.
8. What are the currencies of UK, Nigeria, Singapore and Saudi Arabia ?
9. Name the countries included in the Benelux sub-region.
10. Mention the world heritage sites in Egypt.
11. What are the mountain peaks of Nepal ?
12. Name the currency codes of USA, Australia, New Zealand and China.
13. Write about the GMT and Time Difference.
14. What are the physiographic divisions of Africa ?
15. Mention the major tourist attractions of Seychelles.

(10 × 3 = 30 marks)

Turn over

Section B

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Elucidate the major tourism destinations in New Zealand.
17. If a flight leaves London (GMT) at 9.15 hours and arrives Singapore (GMT + 8.00 Hours) at 08.15 hours. Calculate the flying time.
18. Write a note on tourism potentials of Indonesia.
19. Discuss the important tourism attractions of Portugal.
20. Explain the tourist destinations and attractions of Switzerland.
21. Elucidate the physical geography and tourist resources of Thailand.
22. Write down the major tourist attractions of Mauritius.
23. The traveller is departing at 11 : 00 (local time) from Birmingham, and will arrive at the Cayman Islands at 14 : 40 the same day. Calculate the flying time.

(5 × 6 = 30 marks)

Section C

Answer any two question.

Each question carries 10 marks.

24. Discuss the classification of IATA Regions and Sub-regions.
25. Explain in detail the tourism destinations and attractions in North America.
26. Elucidate the international tourism potential of Caribbean Islands.
27. Discuss the Physiographic regions and tourist resources in India.

(2 × 10 = 20 marks)