

FOURTH SEMESTER (CBCSS-UG) DEGREE EXAMINATION, APRIL 2022

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

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

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A*Answer atleast ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall ceiling 30.*

1. Define Skewness.
2. The average of 7 numbers is 39 and the average of 3 of them is 27. Find the average of the other four.
3. What are the methods for collecting primary data ?
4. Find the Geometric Mean of the values 10, 5, 15, 8 and 12.
5. Differentiate between simple index number and composite index number.
6. The body temperatures of 8 patients in a hospital are 38.1, 37.4, 37.9, 37.9, 37.6, 37.8, 37.7 and 38.1. Find the median.
7. Define the term Ogive.
8. Find index numbers for the following data taking 2000 as base year :

Years	2000	2001	2002	2003	2004	2005
Price	40	50	60	70	80	100
9. What is a guest room system ?
10. Define the term Database.
11. Define airline scheduling system.
12. What is networking ?

13. What is sales management system ?
14. Define property management system.
15. Define Database users.

(10 × 3 = 30 marks)

Section B*Answer atleast five questions.**Each question carries 6 marks.**All questions can be attended.**Overall ceiling 30.*

16. Calculate mode from the following data :

Group	60-64	65-69	70-74	75-79	80-84
Frequency	5	9	16	12	8

17. What are components of time series ?

18. The scores of a batsman in 10 different matches were 38, 70, 48, 34, 42, 55, 63, 46, 54 and 44. Find the standard deviation and mean deviation of these scores.

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

Maximum load	9.3-9.7	9.8-10.2	10.3-10.7	10.8-11.2	11.3-11.7	11.8-12.2	12.3-12.7	12.8-13.2
Number of cables	2	5	12	17	14	6	3	1

20. Explain about database languages.
21. What are the different types of networks ?
22. What are the functions of GDS ?
23. Discuss other online travel intermediaries in travel distribution system.

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. What are the different types of measures of central tendency ? Explain its advantages and disadvantages.
25. Discuss a detailed study about the concept Statistics.
26. Is ICT important in hospital management system ? Explain.
27. Explain Topologies.

(2 × 10 = 20 marks)

FOURTH SEMESTER (CBCSS-UG) DEGREE EXAMINATION, APRIL 2022

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

TTM4B06—INTRODUCTION TO HOSPITALITY BUSINESS

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A*Answer atleast ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall ceiling 30.*

1. What are sub-urban hotels ?
2. Define meal plan.
3. What do you mean by yield management ?
4. What is lanai ?
5. Define the terms motel.
6. Who is called as executive chef ?
7. What do you mean by rack rate ?
8. Define Rev PAR.
9. What is concierge service ?
10. Define night audit.
11. What are the supplementary accommodation units ?
12. What do you mean by sushi restaurant ?
13. Define EPABX.

14. What is executive suite ?
15. Write any four properties of ITC Ashoka group.

(10 × 3 = 30 marks)

Section B

Answer atleast five questions.

Each question carries 6 marks.

All questions can be attended.

Overall ceiling 30.

16. Explain in brief the key functions of Fand B service department.
17. Elucidate the various tariff plans in a large hotel.
18. Write an essay on historical development of hospitality industry in India.
19. Bring out the role of property management system in an international hotel.
20. Elucidate the importance of housekeeping in hospitality services.
21. Explain the methods of measuring hotel performance.
22. Write a note CRS in online hotel reservation with examples.
23. Explain the role of hotel industry in tourism development.

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. Discuss the major hospitality chain hotels in India.
25. Elucidate the procedures of classification and categorisation of star hotels.
26. Explain the innovative trends in hospitality industry.
27. Elucidate the organisation chart of various operational units of international hotel.

(2 × 10 = 20 marks)

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

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

TTM 4B 05—TRAVEL GEOGRAPHY

(2019 Admission onwards)

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 are longitude and latitude ?
2. Name any four countries situated in IATA area 2/TC2.
3. What is DLS ?
4. List out the main attractions of Singapore.
5. What is the time difference between Tokyo and London ?
6. Write IATA Three Letter Codes of Delhi, Paris, Auckland and Brasilia.
7. Make a list of important tourist destinations of Alpine region.
8. What are the currencies of Italy, Malaysia, South Africa and Mexico ?
9. Name the Islands situated in Indian Ocean.
10. Mention the major components of tourism geography.
11. What are the heritage tourism sites of Egypt ?
12. List out the major tourist attractions of Nigeria.
13. Write about the Universal Time Coordinated (UTC).

14. What are the physiographic divisions of Asia ?
15. Mention the major cultural tourism destinations of Sri Lanka.

(10 × 3 = 30 marks)

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 United Kingdom.
17. Air India flight departs from Delhi (+ 5.30 Hrs. GMT) at 12.00 hours and arrives in Paris (+ 01.00 Hrs. GMT) at 03.44 hours. Calculate the flying time.
18. Write a note on tourism potentials of Thailand.
19. Discuss the important tourism attractions of Japan.
20. Explain the tourist destinations and attractions of China.
21. Elucidate the physical geography and natural resources of Nepal.
22. Write down the major tourist attractions of UAE.
23. Air India flight departs from Mumbai (GMT + 5.30 Hours) at 11.52 PM and arrives in London (GMT) at 03.21 AM. Calculate the flying time.

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. Explain the classification of IATA Traffic Conference Areas and Sub-areas.
25. Discuss the tourism destinations and attractions in Pacific Region.
26. Elucidate the international tourism potential of Middle East Countries.
27. Discuss the recent tourism trends and destinations in India.

(2 × 10 = 20 marks)

FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION

APRIL 2022

B.T.T.M.

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

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A (TTM 3C 06 Tourism in India)

(40 marks)

SECTION A

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

- Where is Kaziranga National Park ?
 - Madhyapadesh.
 - Bihar.
 - Uttarakhand.
 - Assam.
- Which is the classical dance of Andrapradesh ?
 - Mohiniyattam.
 - Bharathanatyam.
 - Kathakali.
 - Kuchipudi.
- Which is the highest peak in India ?
 - Kangchenjunga.
 - Mount K2.
 - Anamudi.
 - Nandadevi.
- Which is the longest River in Kerala ?
 - Periyar.
 - Bharathapuzha.
 - Brahmaputhra.
 - Ganga.
- Dal lake is in :
 - Goa.
 - Himachal Pradesh.
 - Jammu and Kashmir.
 - Assam.

Turn over

6. Which Indian hill station is known as the "Queen of the Hills" ?

- (a) Mussoorie. (b) Darjeeling.
(c) Shimla. (d) Shillong.

(6 × ½ = 3 marks)

Section B

Answer any five of the following questions.

Each question carries 2 marks.

7. Write about backwater tourism in Kerala.
8. Write note on Beaches of Goa.
9. Explain about Hindu architecture.
10. What is an Ecosystem ?
11. Briefly explain the potential of Himachal Pradesh in mountain tourism.
12. Write note on National parks in Kerala.

(5 × 2 = 10 marks)

Section C

Answer any three of the following questions.

Each question carries 5 marks.

13. Write a note on important fairs and festivals of India.
14. Discuss the potential for desert tourism in India.
15. Discuss about classical dance forms of India.
16. Give an account on wildlife resources of India.

(3 × 5 = 15 marks)

Section D

Answer any one of the following questions.

The question carries 12 marks.

17. Analyze the significance of monuments in the tourism map of India ?
18. Write an essay on cultural and artistic heritage of India.

(1 × 12 = 12 marks)

Part B (Tourism Industry and Travel Geography)

(40 marks)

SECTION A*Answer all questions.**Each question carries ½ mark.*

1. Macho Picchu is in :
 - (a) China.
 - (b) Peru.
 - (c) South America.
 - (d) Mexico.
2. The tallest waterfall in the world :
 - (a) Nayagra waterfalls.
 - (b) Angel falls.
 - (c) Jog waterfalls.
 - (d) Tugela falls.
3. Ringgit is the currency of :
 - (a) Peru.
 - (b) Malaysia.
 - (c) Singapore.
 - (d) Argentina.
4. Which is the smallest country in the World ?
 - (a) Vatican city.
 - (b) Nauru.
 - (c) Monaco.
 - (d) Tuvalu.
5. Lufthansa Airlines belongs to :
 - (a) India.
 - (b) Canada.
 - (c) Germany.
 - (d) Singapore.
6. Which is the climate of India ?
 - (a) Tropical climate.
 - (b) Dry climate.
 - (c) Continental climate.
 - (d) Temperate climate.

(6 × ½ = 3 marks)

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

7. What is Motel ?

Turn over

8. List any *four* characteristics of tourism industry.
9. Which are the major types of tour operators?
10. Name any *four* tourism attractions in Singapore.
11. Briefly explain the functions of tour operators.
12. What is a downtown hotel ?

(3 × 2 = 10 marks)

Section C

Answer any three of the following questions.

Each question carries 5 marks.

13. Write brief note on any *five* tourism attractions of Europe.
14. Explain the physical geography of India.
15. Write a short essay on different types of supplementary accommodation.
16. Give an account of the tourist attractions of South Africa.

(3 × 5 = 15 marks)

Section D

Answer any one of the following questions.

The question carries 12 marks.

17. Write an essay on tourism destinations of Asia.
18. Explain about various departments in a hotel.

(1 × 12 = 12 marks)

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

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

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

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

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

SECTION A

Answer all questions.

Each question carries ½ mark.

1. The Negotiable Instruments Act came into effect in 1900. (True/False)
2. A contract of guarantee involves only one party. (True/False)
3. Price is an essential of valid contract of sale. (True/False)
4. Consumer disputes redressal forum is also called :
 - A) District Forum.
 - B) State Forum.
 - C) Regional Forum.
 - D) National Forum.
5. Agents can be :
 - A) General.
 - B) Special.
 - C) Both General and Special.
 - D) None of the above.
6. LLP Act came into existence in :
 - A) 2000.
 - B) 2008.
 - C) 2010.
 - D) None of the above.

(6 × ½ = 3 marks)

Turn over

SECTION B

Answer any five from the following.

Each question carries 2 marks.

7. What are the essentials of a contract of sale ?
8. What is promissory note ?
9. Define Bill of Exchange.
10. Give examples for consumer disputes redressal agencies.
11. Define digital signature certificate.
12. Write a note on offences and penalties under I.T. act.

(5 × 2 = 10 marks)

SECTION C

Answer any three from the following questions.

Each question carries 5 marks.

13. Discuss in detail a void agreement.
14. Explain contract of indemnity.
15. Mention the rights of unpaid seller against the goods.
16. Write a note on the major electronic records and governance.

(3 × 5 = 15 marks)

SECTION D

Answer any one from the following questions.

The question carries 12 marks.

17. Explain in detail the Sale of Goods Act.
18. Describe the features of Negotiable Instruments Act.

(1 × 12 = 12 marks)

Part B (TTM 4C 07—I.T. FOR BUSINESS)**SECTION A**

Answer all questions.

Each question carries ½ mark.

1. What is workstation ?
2. What is the main role of Excel ?
3. What is ISDN ?
4. Mention the use of tally.
5. Define Intranet.
6. Define a voucher.

(6 × ½ = 3 marks)

SECTION B

Answer any five from the following.

Each question carries 2 marks.

7. Mention the functions of email. Give examples.
8. Mention the statistical functions of MS-Office.
9. Explain Virtual Private Networks.
10. Explain the characteristics of data base system.
11. What do you mean by voucher entry ?
12. Write a note on account classification.

(5 × 2 = 10 marks)

SECTION C

Answer any three from the following questions.

Each question carries 5 marks.

13. Write down the major database packages.
14. Explain the importance and applications of EDI.

15. Explain the process of generating a report in MS-Access.
16. Mention the major financial flow statements.

(3 × 5 = 15 marks)

SECTION D

Answer any one from the following questions.

The question carries 12 marks.

17. Discuss in detail the functions of MS Office.
18. Explain the various types of networks.

(1 × 12 = 12 marks)

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**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

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

TTM 4B 06—INTRODUCTION TO HOSPITALITY

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all following questions.

Each question carries ½ mark.

1. Which country is known for capsule hotels ?
2. Expand FHRAI.
3. Give an example for supplementary accommodation.
4. What is a cabana room ?
5. Expand CRS.
6. What is a Franchise ?
7. Which is the hotel chain operated by ITDC ?
8. What is a Motel ?
9. Who is GRE ?
10. Mention any *two* India based hotel chains.
11. What is a twin room ?
12. Who is the founder of Taj Group of hotels ?

(12 × ½ = 6 marks)

Turn over

Section B

Answer any ten of the following questions.

Each question carries 2 marks.

13. Who is a bell boy ?
14. Who is a Concierge ?
15. What do you mean by Ecotels ?
16. What do you mean by uniformed service department ?
17. What do you understand by multi-cuisine restaurant ?
18. Give the importance of travel desk in a hotel.
19. What are the different sections of the housekeeping department ?
20. Write the characteristics of the hospitality industry.
21. What is a suit room ?
22. Which are the major types of food plans ?
23. What are the common sources of fire in hotel properties ?
24. Define Homestay.

(10 × 2 = 20 marks)

Section C

Answer any six of the following questions.

Each question carries 5 marks.

25. Which are the different types of menus ?
26. Discuss the role of front office department in a hotel.
27. How will you classify hotels on the basis of size and location ?
28. What are functions of FHRAI ?
29. Which are the major outlets of F and B department ?
30. Briefly explain the major hotel chains in India.
31. Briefly discuss the Property Management System.
32. Write about the staffing pattern of housekeeping department.

(6 × 5 = 30 marks)

Section D

Answer any two of the following questions.

Each question carries 12 marks.

33. Describe 7Ps of marketing in the light of hotel business.
34. Give an account on accommodation types.
35. Define the range of products and services offered by hotels.
36. "Housekeeping is the backbone of the hotel". Examine the statement in the light of various activities of housekeeping.

(2 × 12 = 24 marks)

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

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

TTM 4B 05—TRAVEL GEOGRAPHY

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all the questions.

Each question carries ½ marks.

1. A Phra Nang (Princess Bay) is an attraction of which country ?
2. What is the three-letter city code of Manila, Philippines ?
3. What is the currency code of Italian Lira ?
4. What is the capital city of Argentina ?
5. Machu Pichu is located in which country ?
6. Mention any *two* tourist attractions of Egypt.
7. Leaning tower of Pisa is an attraction which country ?
8. Kilimanjaro is located in which continent ?
9. Terra Cotta Army is a tourist attraction of which country.
10. The 0° longitudinal line is known as _____.
11. What is the time difference between India (GMT + 5.30 and Brazil (GMT - 3) ?
12. Aeroflot 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 London City.
14. Differentiate between longitude and latitude.

Turn over

15. What are the sub areas of IATA Area II ?
16. Mention any *four* countries of ASEAN ?
17. Note down any *four* countries of Caribbean Sub Area ?
18. Mention the name of the African countries included in Europe Sub Area.
19. What are the important heritage attractions of Italy ?
20. What is Day Light Saving Time ?
21. What is new term used instead of GMT ?
22. Mention any *four* important National Parks of Australia.
23. List out any *four* countries of SAARC.
24. What are the major attractions of Dubai ?

(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 Malaysia ?
26. Identify and describe the tourism destinations of Sri Lanka.
27. What are the major attractions of New Zealand ?
28. Calculate the flying time for the journey departing from Buenos Aires at 0655 on 05 April and arriving Johannesburg on 06 April at 0725. (BUE : GMT – 3, JNB : GMT + 2).
29. What are time Zones ? Explain the significances of time zones in tour planning.
30. Explain the significance of geography in tourism planning and development.
31. Explain the tourism attractions of Singapore.
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. Illustrate the IATA Areas and Sub areas in detail.
34. Explain the major tourism destinations of China and Japan.
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) Bangkok

(G) Hanoi.

(B) Paris

(H) Shanghai.

(C) Helsinki

(I) Auckland.

(D) Oslo.

(J) Seoul

(E) Madrid.

(K) Canberra

(F) Geneva.

(L) Kuala Lumpur

(2 × 12 = 24 marks)