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[Roll No.]

BTTM-702

**B.T.T.M. VIIth Semester
Examination Dec., 2023**

TOUR GUIDING

Time : 2 Hours]

[Max. Marks : 35

Note :- This paper of Thirty five (35) marks divided into two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given there in. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

Long Answer Type Questions $2 \times 9\frac{1}{2} = 19$

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half ($9\frac{1}{2}$) marks each. Learners are required to answer any *two* (02) questions only.

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(1)

P.T.O.

1. Write a detailed note on the types of registration of guides.
2. How to answer questions asked by tourists beyond the purview of the knowledge of guide.
3. Explain the impact of cultural gaps between tourist and hosts in linguistic attitudes.
4. How will you deal with a sick passenger in hilly region ?
5. Write a FIR for mishandling between tourist and hotel staff.

Section–B

Short Answer Type Questions 4×4=16

Note :- Section ‘B’ contains Eight (08) Short-answer type questions of Four (04) marks each. Learners are required to answer any *four* (04) questions only.

1. What are the basic qualification of tour escort ?
2. What measures should be taken to deal with the late coming passengers ?
3. What is the role of body language in the profession of tour guide ?
4. Discuss the impact of political strikes on a monument.

5. What special situation can be occurred while handling the passengers.
6. How communication skills play an important role in the personality development of an individual ? Explain.
7. Dealing with missing passenger is a big challenge. Explain the statement.
8. Difference between tour guide and tour escort.
