

**MURGAO EDUCATION SOCIETY'S VASANT JOSHI COLLEGE OF ARTS & COMMERCE,
ZUARINAGAR –GOA
B.A. (NEP) III Semester End Assessment, (Regular) October/November 2024
Subject: Tourism and Travel
Course: Minor BTT- 211 Tour Hosting**

DURATION: 2 HOURS

TOTAL MARKS: 80 MARKS

- 1) All questions are compulsory.
- 2) Internal choice is available in Questions 2A, 3A, 4A and 5A
- 3) Figures to the right indicate maximum marks

Q.1. Write short notes on the following in about 50 words. (8X2=16 Marks)

1. Museum Guides
2. Man made Attractions
3. Advantages of Oral Communication
4. Certifications
5. Environmental Regulations
6. License and Permits
7. Adventure and Recreation
8. Tour Escorting

Q.2 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Exploring and learning about local sites can be a deeply rewarding experience. Explain
- ii) List the advantages and disadvantages of written communication.

OR

- iii) Explain the techniques for Exploring Attractions
- iv) Analyse the key elements for effective verbal communication.

Q.2 B) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Describe the responsibilities of a tour host
- ii) Discuss the Leadership skills required for a tour host.

Q.2 C) Answer the following question in about 100 words (1x4=4 Marks)

- i) Recommend some essential tips on verbal communication for a tour host.

Q.3 A) Answer the following questions in about 100 words (3x4=12 Marks)

- i) Discuss on Research and knowledge about local sites
- ii) Analyse the importance of Group dynamics in tour hosting
- iii) Prepare a detailed day wise itinerary for 3 days of any destination of your choice.

OR

- iv) Time management and logistics are crucial elements in successful tour hosting. Justify.
- v) Explain the steps involved in Planning and organizing a tour.
- vi) Discuss on how to handle difficult and demanding tourists

Q.3 B) Answer the following questions in about 100 words (2x4=8 Marks)

- i) Interpret Handling customer complaints and feedback
- ii) Organizational skill is crucial in any professional setting. Explain.

Q.3 C) Answer the following question in about 100 words (1x4=4 Marks)

- i) Explain in detail Non –verbal type of Communication

Q.4 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Differences between oral and written communication
- ii) Explain how to Deal with Diverse Audiences while hosting a tour.

OR

- iii) Analyse the Characteristics of tour host
- iv) Describe the essential components of an effective emergency preparedness while planning a tour.

Q.4 B) Answer the following question in about 100 words (1x4=4 Marks)

- i) Cultural sensitivity and respect in tour hosting are essential for creating a positive experience for both visitors and the local community. Explain

Q.4 C) Answer the following question in about 50 words (1x2=2 Marks)

- i) List the essential factors that city guides should consider to enhance the tourist experience

Q.5 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Discuss four main practices that responsible hosts should adopt to promote sustainable tourism and support local communities.
- ii) Explain the fundamental practices involved to create a memorable experience for guests.

OR

- iii) Discuss on how a tour hosts effectively understand customer needs and expectations.
- iv) Examine Cultural, Architectural, and Geographical aspects that make Goa a unique coastal paradise?

Q.5 B) Answer the following question in about 100 words (1x4=4 Marks)

- i) Explain the key mechanics of tour hosting that ensure a smooth and engaging experience for participants.

Q.5 C) Answer the following question in about 50 words (1x2=2 Marks)

- i) List the ethical considerations that a tour hosts should keep in mind to promote responsible and respectful tourism.

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- 1) All questions are compulsory.**
- 2) Internal choice is available in Questions 2A, 3A, 4A and 5A**
- 3) Figures to the right indicate maximum marks**

Q.1. Write short notes on the following in about 50 words. (8X2=16 Marks)

1. Monument guides
2. Natural Attractions
3. Advantages of Written Communication
4. Licensing and Permits
5. Environmental Regulations
6. Ethical Considerations
7. Adventure and Recreation
8. Customer Service

Q.2 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Differentiate between tour guiding, hosting and tour escorting.
- ii) List the advantages and disadvantages of oral communication.

OR

- iii) List the essential skills a wildlife guide should possess to ensure a safe and informative experience for tourists.
- iv) Analyse the key elements for effective verbal communication.

Q.2 B) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Explain in brief the characteristics of a tour host.
- ii) Recommend some essential tips on verbal communication for a tour host.

Q.2 C) Answer the following question in about 100 words (1x4=4 Marks)

- i) Discuss the Leadership skills required for a tour host.

Q.3 A) Answer the following questions in about 100 words (3x4=12 Marks)

- i) Local attractions play a crucial role in attracting tourists and enhancing their travel experiences. Explain with suitable examples.
- ii) Searching for information and techniques to explore specific attractions can be approached in several ways. Explain.
- iii) Prepare a detailed day wise itinerary for 3 days of any destination of your choice.

OR

- iv) Discuss the importance of Time Management in hosting a tour.
- v) Explain the steps involved in Planning and organizing a tour.
- vi) Interpret Handling customer complaints and feedback.

Q.3 B) Answer the following questions in about 100 words (2x4=8 Marks)

- i) Explain how to Deal with Diverse Audiences while hosting a tour.
- ii) Organizational skill is crucial in any professional setting. Explain.

Q.3 C) Answer the following question in about 100 words (1x4=4 Marks)

- i) Explain in detail Non –verbal type of Communication.

Q.4 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Discuss on how to handle difficult and demanding tourists.
- ii) Describe the essential components of an effective emergency preparedness while planning a tour.

OR

- iii) Discuss on Regulations in tour hosting.
- iv) Discuss on how a tour host effectively understand customer needs and expectations.

Q.4 B) Answer the following question in about 100 words (1x4=4 Marks)

- i) As a tour host, promoting environmental responsibility is important. Justify.

Q.4 C) Answer the following question in about 50 words (1x2=2 Marks)

- i) List the local attractions and landmarks of Goa.

Q.5 A) Answer the following questions in about 75 words (2x3=6 Marks)

- i) Examine Cultural, Architectural, and Geographical aspects that make Goa a unique coastal paradise.
- ii) Explain the fundamental practices involved to create a memorable experience for guests.

OR

- iii) Discuss the characteristics of Landmarks.
- iv) Analyse the role of tour host in conducting tours.

Q.5 B) Answer the following question in about 100 words (1x4=4 Marks)

- i) Cultural sensitivity and respect in tour hosting are essential for creating a positive experience for both visitors and the local community. Explain.

Q.5 C) Answer the following question in about 50 words (1x2=2 Marks)

- i) List the essential factors that city guides should consider to enhance the tourist experience.
