

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5D 01—TOURISM AND HOSPITALITY MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A

Answer at least eight questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 24.

1. What do you mean by pleasing weather ?
2. What is 4 A's ?
3. Who is known as the father of tourism ?
4. What is retail travel agency ?
5. What do you mean by responsible tourism ?
6. What is perishability ?
7. What is ecotourism ?
8. What is supplementary accommodation ?
9. What is destination management company ?
10. What is check-in ?
11. What is green tourism ?
12. Name one international airport in Kerala.

(8 × 3 = 24 marks)

Section B

Answer at least five questions.

Each question carries 5 marks.

All questions can be attended.

Overall Ceiling 25.

13. Explain the duties and responsibilities of front office executive.
14. Explain the types of tour operators.

Turn over

15. Identify the role of luxury trains in the development of tourism industry.
16. Discover the types of passport.
17. Examine the types travel agencies.
18. Analyze the positive and negative economic impact of tourism.
19. Write a note on the pilgrimage tourism destinations in north India.

(5 × 5 = 25 marks)

Section C

Answer any one question.

The question carries 11 marks.

20. Discover the development and evolution of tourism industry.
21. Explain the use of various international travel documents.

(1 × 11 = 11 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5B 11—PRINCIPLES AND PRACTICES OF MANAGEMENT

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A (Short Answer)

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

1. Define Centralization.
2. Explain span of management.
3. Write a note on Coordination in management.
4. Define contingency approach.
5. Explain the different types of plans.
6. Write a note on Informal organization.
7. Describe Job specification.
8. Define planning
9. Describe MBO.
10. Explain line organization
11. Define Scientific Management.
12. Describe the term “Esprit de Corps.”
13. Mention the importance of motivation.
14. Define principle of efficiency.
15. Describe the role of leadership.

(10 × 3 = 30 marks)

Turn over

Section B (Short Essays)

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

16. Define decision making and discuss the different types of decisions.
17. Briefly describe the factors that determine the type of control.
18. Explain the barriers for effective planning.
19. Explain the four managerial functions and explain how they interrelate with each other.
20. Write a brief note on evolution of management.
21. Describe the three levels of management.
22. Discuss the nature of management.
23. Explain the functions of an organization.

(5 × 6 = 30 marks)

Section C (Essay Type Question)

*Answer any two questions.
Each question carries 10 marks.*

24. Evaluate the main theories of management.
25. Write a note on the 3 approaches of leadership.
26. Explain different methods of training.
27. Evaluate the importance communication in an organization.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5B 10—AIRLINE AND CARGO MANAGEMENT

(2019 Admissions)

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. Name the other term for flight deck.
2. Name the flag carrier of Australia.
3. Give examples of precious cargo.
4. Name the frequent flier program of Air India.
5. What do you mean by airline seat configuration ?
6. Give examples of regional airlines in India.
7. Name the codes for the economy class seats in an airline.
8. What is AWB ?
9. Name two largest and busiest airports in the world.
10. Give examples of airline ancillary services.
11. Name the general accepted dimensions for carry-on baggage in airlines.
12. Give examples of wide-bodied aircrafts.
13. What do you mean by air fare ?

Turn over

14. What is an intermediate stop ?
15. What is layover flight ?

(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. Give an account on types of airlines.
17. What is code sharing in aviation? List down the advantages of code sharing for airlines.
18. Describe the concept of fleet assignment for airlines.
19. Mention the role of an air cargo agent in air cargo operations.
20. Describe aircraft seat configuration in commercial air crafts.
21. Refer to the following journey and answer the following questions :
 SCL- X/ RIO - SAO - X/JNB - HKG
 - (a) Name the fare construction points of the journey.
 - (b) Which are the intermediate points in the journey ?
 - (c) How many transfer points are in the routing ?
 - (d) How many transfer points are stopover points ?
22. Differentiate the two main ways of rounding local currency fares.
23. Indicate the correct global indicator for each of the routings below :
 - (a) AMS - BOS - LAX - MNL.
 - (b) ATH - LON - AMS - BOS.
 - (c) BUE - LAX - AKL.
 - (d) CPT - JNB - NBO - PAR.

(5 × 6 = 30 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

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

TTM 5B 09—TOURISM RESEARCH METHODOLOGY

(2019 Admissions)

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. Write any *one* purpose of social science research.
2. What is exploratory research ?
3. What is analytical study ?
4. Give any *one* source of literature.
5. What is null hypothesis ?
6. What is mail survey ?
7. What is secondary data ?
8. What is a sample unit ?
9. What is a foot note ?
10. What is bibliography ?
11. What is coding ?
12. What is a schedule ?
13. What is a case study ?

Turn over

14. What is projective technique ?
15. What is tabulation ?

(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. Describe descriptive research, in what context descriptive research is useful in social science research ?
17. Give a context of case study methods for social science research.
18. Describe classification of literature.
19. Explain in what type of research hypothesis is constructed.
20. Explain the methods of collecting primary data.
21. What is content analysis ?
22. Describe graphical representation of data.
23. Explain the importance of pilot study in data collection.

(5 × 6 = 30 marks)

Section C

*Answer any two questions.
Each question carries 10 marks.*

24. Choose a topic of your research and justify the relevance of that topic to resolve certain gaps in tourism research.
25. Discuss the difference between quantitative and qualitative research.
26. Explain the characteristics of a good sample.
27. Distinguish between probability and non-probability sampling.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

TRAVEL AND TOURSIM MANAGEMENT (BTM)

TTM 5B 08—ACCOMMODATION OPERATION

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

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

1. What do you mean by room tariff ?
2. What is MAP ?
3. What is the role of a bell boy ?
4. Expand GRC.
5. Describe occupancy rate.
6. What is the role of an executive housekeeper ?
7. What is grand master key ?
8. What is Cabana ?
9. What is the role of a night auditor ?
10. What is check-in ?
11. What is the role of a floor supervisor ?
12. What is banquet hall ?
13. Define professional cooking.
14. What is poaching ?
15. What is concierge services ?

(10 × 3 = 30 marks)

Turn over

Section B (Paragraph/Problem Type)

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

16. Explain the duties and responsibilities of front office executive.
17. Explain the types of cooking methods.
18. Describe the job roles of executive chef.
19. Discover the procedures of bed making.
20. Examine the duties and responsibilities of linen supervisor in a hotel.
21. Analyze the methods of food and beverage cost control procedures in a hotel.
22. Categorize the classification of cooking equipment.
23. Examine the various accounting tools used in a hotel

(5 × 6 = 30 marks)

Section C (Essay Type)

*Answer any two questions.
Each question carries 10 marks.*

24. Discover role of marketing department in a five-star hotel.
25. "Front office department is the nervous system of a hotel". Justify your views.
26. Illustrate and explain organization chart of F&B department in a Five-star hotel.
27. Explain the role of managers in hospitality industry.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Travel and Tourism Management (BTMM)

TTM 5B 07—TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT

(2019 Admissions)

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 is a travel agency ?
2. What do you mean by BSP ?
3. What is OTA ?
4. What is e-distribution ?
5. What is the importance of itinerary in tour package ?
6. Define tour operation.
7. What is package tour ?
8. What are the activities in post tour phases ?
9. What is market segmentation ?
10. What do you mean by visa ?
11. What do you mean by physical evidence in marketing mix ?
12. What is daily briefing by tour manager ?
13. What is promotional pricing ?
14. What is demographic segmentation ?
15. What do you understand by fixed cost of a package tour ?

(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. What are the different types of travel agencies ?
17. Describe the important elements of a package tour.
18. What is costing the package tour ? Explain different types of cost.
19. What are the qualities of a good tour brochure ?
20. Explain the role and qualities of a tour manager.
21. Discuss the licences required for tour guiding in India.
22. Write a note on pre tour preparations by the tour manager.
23. What are the functions of a travel agent ?

(5 × 6 = 30 marks)

Section C (Essay Type)

*Answer any two questions.
Each question carries 10 marks.*

24. Describe in detail the criteria for setting up of a travel agency.
25. Prepare a 10-day tour itinerary of your own choice comprising important places of interest in India.
26. Discuss in the detail the role, qualities and challenges of tour guides.
27. Write in detail about the different pricing strategies for a newly developed tour package.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

Travel and Toursim Management (BTTM)

TTM 5D 01—EVENT MANAGEMENT

Time : Two Hours

Maximum : 40 Marks

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

- 1 Name a Travel Insurance.
- 2 Expand ITDC.
- 3 What is an Incentive Trip.
- 4 FITUR—Expand.
- 5 What are Tourist Permits.
- 6 Name a Convention Hotel.
- 7 Expand PATA.
- 8 Name *two* International carriers.

(8 × $\frac{1}{2}$ = 4 marks)

II. Write short notes on any five questions. Each question carries 2 marks :

- 9 What is a Circle Trip ?
- 10 What is an Indrail Pass ?
- 11 How will you classify an Event ?
- 12 Write about leisure business.
- 13 What is MICE ?
- 14 What are the different categories of event ?
- 15 What is business tourism ?

(5 × 2 = 10 marks)

Turn over

III. Write short essay to any *four* questions. Each question carries 4 marks :

- 16 Write about Kerala Travel Mart ?
- 17 Discuss on any famous cultural event in your district.
- 18 Write note on :
 - (a) Auto Expo.
 - (b) CII.
- 19 Write about any one religious fair.
- 20 What are the essentials for a successful event ?
- 21 What are the technology-related Risks involved during and Event ?

(4 × 4 = 16 marks)

IV. Write an essay to any *one* question. Each question carries 10 marks :

- 22 Discuss in detail how you will plan an event of your choice.
- 23 Planning and organizing is the key element that determines the success of an event. Elaborate.

(1 × 10 = 10 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS-UG)

Travel and Tourism Management (BTMM)

TTM 5B 11—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A

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

Answer the following questions in one or two sentences :

1. What is demotion ?
2. What is Bio Data ?
3. Define Selection.
4. What is Induction ?
5. Define Wage.
6. Define HRP.
7. What is Job Description ?
8. What is employee retention ?
9. What are Perks ?
10. Define Grievance redressal.
11. What is Job rotation ?
12. What is QWL ?

(12 × ½ = 6 marks)

Section B

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

13. What is recruitment ?
14. What is Job Analysis ?
15. What do you mean by performance appraisal ?
16. What is Job Evaluation ?

Turn over

17. Distinguish between HRD and HRP.
18. Distinguish between selection and induction.
19. What is coaching ?
20. Define vestibule training.
21. What is compensation management ?
22. Define Accountability.
23. What is merit rating concept ?
24. Define the term labor welfare.

(10 × 2 = 20 marks)

Section C

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

25. Write a note on “Redressal of Grievances”.
26. “Performance appraisal is impartial, systematic evaluation of performance of employee”, Comment.
27. What is demotion ? Under what conditions can it be resorted to ?
28. Explain the process of Job Evaluation.
29. Describe various training methods.
30. How does training different from Development ? Explain.
31. Explain the process of Performance appraisal.
32. What are the methods of Job analysis ?

(6 × 5 = 30 marks)

Section D

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

33. Discuss the method and types of Executive development programs.
34. Discuss the method and types of training used in HRM.
35. What are the components of a Compensation Management System? Explain.
36. Discuss the process and methods of recruitment in detail.

(2 × 12 = 24 marks)

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FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

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

TTM 5B 10—AIR FARES AND TICKETING

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries ½ mark.

Expand the following :

1. PNR.
2. LCF.
3. OOJ.
4. UMR.
5. TWOV.
6. RTW.
7. IATA.
8. TPM.
9. CTM.
10. CHD.
11. OAG.
12. ROE.

(12 × ½ = 6 marks)

Section B

Answer any ten questions.

Each question carries 2 marks.

13. Who is an adult as per airline?
14. What is MCO ?

Turn over

15. If MPM is 3056, and TPM is 3330, what is the EMS ?
16. What is the purpose of issuing conjunction tickets ?
17. Identify the Traffic Conferences of the following :
 - (a) MNL.
 - (b) AUH.
 - (c) FRA.
 - (d) BKK.
18. Identify the three letter city codes of the following :
 - (a) Chandigarh.
 - (b) Mangalore.
 - (c) Kannur.
 - (d) Mumbai.
19. What is the use of TIM ?
20. Define Open Ticket.
21. What is low cost airline ?
22. What is Red Channel ?
23. What is check-in ?
24. What is a transfer point ?

(10 × 2 = 20 marks)

Section C

*Answer any six questions.
Each question carries 5 marks.*

25. Write a note on passengers requiring special handling.
26. Explain IATA areas.
27. What are the privileges of VIPs in airline travel ?
28. Differentiate between scheduled and charter flight.

29. Explain the impact of open sky policy.
30. Explain the different types of fares.
31. What do you understand by international sales indicators ?
32. Calculate the fare for the following journey and complete the fare calculation box.

PAR - AF - RIO - RG - SCL in F Class

Fares :			MPM
PAR - RIO	FRT	NUC 7541.46	6836
PAR - SEL	FRT	NUC 8663.44	8958
TPM	PAR		
	RIO	5697	
	SCL	1841	
IROE 0.810635 (~ 1)			

(6 × 5 = 30 marks)

Section D

Answer any two questions.

Each question carries 12 marks.

33. What is a global indicator ? Identify the global indicators for the following journeys :
- AUH-HKG-NYC.
 - BUE-JNB-MNL.
 - MAD-MEX-TYO-SYD.
 - NYC-DXB-BOM-SIN.
 - CAI-AMS-LON-KUL.
34. What is baggage ? Explain the different types of baggage and the important systems of measuring free baggage allowance.

Turn over

35. Calculate the fare for the following journey and complete the fare calculation box.

HKG - CX - BKK - TG - | BOM - IX - DEL - IX - BOM - HKG in Y class.

Fares :	MPM
HKG -BKK YRT NUC 528.89	1278
HKG - BOM YRT NUC 1024.22	3207
HKG - DEL YRT NUC 965.18	2814
BKK - BOM YRT NUC 798.00	
BKK - DEL YRT NUC 719.84	
BOM - DEL YRT NUC 253.00	

TPM	HKG
	BKK 1065
	BOM 1871
	DEL 708
	BOM 708
	HKG 2673

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36. Explain BSP procedure and examine how it helps the airlines and travel companies.

(2 × 12 = 24 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

Travel and Tourism Management (BTTM)

TTM 5B 09—BUSINESS RESEARCH METHODS

Time : Three Hours

Maximum : 80 Marks

Section A

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

1. _____ refers to infer about the whole population based on observation made on a small part.
2. Name any *one* non random sampling method.
3. Type I error occurs if _____.
4. Give example for one quantitative research method
5. What is the first step in the research process ?
6. List down any two nominal variable.
7. Name any one qualitative research approach.
8. Name one tool used to test hypothesis.
9. Where is Bibliography given in the report ?
10. Generalised conclusion on the basis of samples in known as _____.
11. Write one characteristic of business research.
12. Name one probability sampling method.

(12 × ½ = 6 marks)

Section B

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

13. Define the term 'research'.
14. What is research methodology ?
15. What is a hypothesis ?

Turn over

16. Give example for ordinal variable.
17. What is primary data?
18. What is reference in a report ?
19. Explain Measures of Central Tendency.
20. Write the use of Literature review.
21. What is Quantitative research ?
22. Explain Ethnographic study.
23. What is sampling ?
24. Write note on research design.

(10 × 2 = 20 marks)

Section C

*Write short essays on any six of the following.
Each question carries 5 marks.*

25. Explain the characteristics of research.
26. Explain the merits of collecting primary data.
27. Discuss the various methods of doing research.
28. Explain the various factors to be considered while preparing questionnaire.
29. Differentiate between qualitative and quantitative research.
30. Write brief note on the sources of secondary data.
31. Bring out the standard format used for report writing.
32. Explain the importance of scaling in research. Discuss any 4 scales used in social science research.

(6 × 5 = 30 marks)

Section D

*Write essays on any two of the following questions.
Each question carries 12 marks.*

33. Discuss different types of social science research with examples.
34. Discuss the various methods used for collecting primary data in business research.
35. Explain Data processing. Discuss the various steps involved in data processing.
36. Describe the various types of sampling methods used in business research.

(2 × 12 = 24 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

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

TTM 5B 08—HOTEL OPERATION

Time : Three Hours

Maximum : 80 Marks

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

- 1 What is a guaranteed booking ?
- 2 Back to back reservation.
- 3 What is a C- Form ?
- 4 What is Self-Check-in ?
- 5 What is Pre Arrival ?
- 6 Expand H.R.A.C.C.
- 7 What is Bermuda plan ?
- 8 Who is Special attention guest ?
- 9 What is a Pent House ?
- 10 What is Spa ?
- 11 Expand PMS.
- 12 Name two Vouchers.

(12 \times $\frac{1}{2}$ = 6 marks)II Write Short Notes on any *ten* questions. Each question carries 2 marks :

- 13 Write the difference between City ledger and Guest Ledger.
- 14 Write the activities of Back Office
- 15 Write the procedure for room reservation in a hotel.
- 16 What do you mean by point of sale ?
- 17 What are the equipment's used in hotel housekeeping department.

Turn over

- 18 Write the step by step procedure in cleaning a check-out room.
- 19 What is a buffet service ?
- 20 List the main duties of a banquet waiter.
- 21 What do you mean by *mise en place* ?
- 22 Which are the international hotel chains operating in India.
- 23 What is a floor pantry.
- 24 What do you mean by "No Show".

(10 × 2 = 20 marks)

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

- 25 Write the importance of guest credit monitoring.
- 26 Who is a Night Auditor ?
- 27 Write in detail the job description of a House keeping floor supervisor and his/her responsibilities.
- 28 Discuss about the activities of room service department.
- 29 Explain the role of HR department in a hotel.
- 30 Explain the role of Housekeeping in creating repeat guest and business.
- 31 Discuss briefly the environmental impact of Hotels.
- 32 Discuss the role of sales and marketing department in revenue generation.

(6 × 5 = 30 marks)

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

- 33 Explain with examples the various food service industries and their role in revenue generation.
- 34 Hotel products are highly perishable- Discuss the statement.
- 35 Discuss the role of HR department in a hotel and list down the importance of Training and development.
- 36 Elaborate on Front office Operations in a hotel.

(2 × 12 = 24 marks)

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS-UG)

Travel and Tourism Management (BTTM)

TTM 5B 07—TRAVEL MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

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

1. What is Cruise Tourism?
2. What is Motel?
3. Expand ECNR.
4. What is Deccan Odyssey?
5. Mention the route of Palace-on-wheels tourist train.
6. Expand FIATA.
7. What do you mean by ancillary travel services?
8. What is Transaction Value?
9. What is Quarantine?
10. What is Schengen Visa?
11. Which airline initiated SABRE?
12. State two major roads in India.

(12 × ½ = 6 marks)

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

13. What are the features of a Low Cost Carrier?
14. What are hydrofoils?
15. What is hot air ballooning?
16. What do you mean by way side amenities?
17. Write any two functions of PATA.

Turn over

18. What is Emigration?
19. State the benefits of Credit Card.
20. What is hacking?
21. What is Air Cargo?
22. What are bullet trains?
23. Which route is currently operated by India's first private train?
24. What is E-payment System?

(10 × 2 = 20 marks)

Section III

Write short essays to any six questions.

Each question carries 5 marks.

25. Describe the different types of Visa.
26. Write a brief essay on the role of tourist trains in tourism development in India.
27. Present the current trends in air transportation worldwide.
28. Give an account of the foreign exchange facilities to foster tourism industry.
29. Explain the formalities to be fulfilled to obtain passport in India.
30. Elucidate the role of RBI in forex procedures.
31. What is car rental service? Explain its importance in tourism.
32. Highlight the growth of major GDS.

(6 × 5 = 30 marks)

Section IV

Write an essay on any two questions.

Each question carries 12 marks.

33. Explain the trends and practices in global tourism transportation.
34. Discuss the impacts of currency fluctuations on tourism.
35. Explain the objectives and activities of UFTAA.
36. Compare and describe the operations of AMADEUS and GALILEO.

(2 × 12 = 24 marks)

**FIFTH SEMESTER U.G. DEGREE [SPECIAL] EXAMINATION
NOVEMBER 2020**

(CUCBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5B 11—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. What is Competency ?
2. What do you mean by Bonus ?
3. What is QWL ?
4. Define Delegation.
5. What do you mean by Job fit ?
6. Define Reward.
7. What is compensation ?
8. What is Demotion ?
9. What is role playing ?
10. Define Incentives.
11. What is stress ?
12. Define Training.

(12 × 1 = 12 marks)

Section B

Answer at least six questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 18.

13. Distinguish between selection and recruitment.
14. What is HRM ?
15. What do you mean by Job Analysis ?
16. What is grievances redressal ?
17. Differentiate between Job Enrichment and Job Enlargement.
18. What is Job Profile ?
19. What is negative reinforcement ?
20. What is HRD ?
21. What is career progression ?

Turn over

22. What is "Employee Referrals" ?
23. Distinguish between accountability and responsibility.
24. What do you mean by commitment ?

(6 × 3 = 18 marks)

Section C

*Answer at least four questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

25. Explain the nature and Scope of Human resource Management.
26. Discuss the methods of job analysis in detail
27. What are the factors influencing wage and salary decision of an organization ?
28. Describe the process of Job analysis.
29. Discuss the sources of recruitment in detail.
30. Discuss the grievances redressal procedures of an organization.
31. Discuss the concept of placement along with its significance.
32. What do you mean by the term Induction ? Also discuss its importance for the organization.

(4 × 6 = 24 marks)

Section D

*Answer any two questions.
Each question carries 13 marks.*

33. Discuss the method and types of training used in HRM.
34. Discuss the purposes, advantages and bases of promotion.
35. Explain the nature, objectives and methods of compensation function.
36. Explain the methods used for employee motivation.

(2 × 13 = 26 marks)

**FIFTH SEMESTER U.G. DEGREE [SPECIAL] EXAMINATION
NOVEMBER 2020**

(CUCBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5B 10—AIR FARES AND TICKETING

Time : Three Hours

Maximum : 80 Marks

Section A

*Answer all questions.
Each question carries 1 mark.*

Expand the following :

- | | |
|----------|-----------|
| 1. PTA. | 2. NUC. |
| 3. TWOV. | 4. UMR. |
| 5. CIP. | 6. PAX. |
| 7. MCO. | 8. HIF. |
| 9. BHC. | 10. INF. |
| 11. PAT. | 12. IROE. |

(12 × 1 = 12 marks)

Section B

*Answer at least six questions.
Each question carries 3 marks.
All questions can be attended.
Overall Ceiling 18.*

13. Who is a no-show passenger ?
14. What is the criterion for taking fare construction point ?
15. If MPM is 3056, and TPM is 3330, what is the EMS ?
16. What is the purpose of issuing MCO ?
17. Identify the Traffic Conferences of the following :
- | | |
|---------|---------|
| 1) LON. | 2) BCN. |
| 3) SCL. | 4) LAX. |
18. Identify the three letter city codes of the following :
- | | |
|-------------|------------|
| 1) Chennai. | 2) Kochi. |
| 3) Kannur. | 4) Mumbai. |

Turn over

19. What is the use of TIM ?
20. Define Open Jaw.
21. What is P class ?
22. What is an open ticket ?
23. What is boarding pass ?
24. What is stopover ?

(6 × 3 = 18 marks)

Section C

*Answer at least four questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

25. Differentiate between checked and unchecked baggage.
26. Explain IATA areas.
27. What are the privileges of VIPs in airline travel ?
28. Differentiate between RT and CT.
29. What are the advantages of e-ticketing ?
30. Explain the check-in formalities.
31. What do you understand by international sales indicators ?
32. Calculate the fare for the following journey and complete the fare calculation box.

PAR - AF - RIO - RG - SCL in F Class

Fares : MPM

PAR - RIO FRT NUC 7541.46 6836

PAR - SEL FRT NUC 8663.44 8958

TPM	PAR	
	RIO	5697
	SCL	1841

IROE 0.810635 (~ 1)

(4 × 6 = 24 marks)

Section D

Answer any **two** questions.
Each question carries 13 marks.

33. What is a global indicator? Identify the global indicators for the following journeys :

- 1) AUH-HKG-NYC.
- 2) BUE-JNB-MNL.
- 3) MAD-MEX-TYO-SYD.
- 4) NYC-DXB-BOM-SIN.
- 5) CAI-AMS-LON-KUL.

34. Explain the procedures of BSP ?

35. Calculate the fare for the following journey and complete the fare calculation box.

HKG - CX - BKK - TG - | BOM - IX - DEL - IX - BOM - HKG in Y class.

Fares : MPM

HKG - BKK YRT NUC 528.89 1278

HKG - BOM YRT NUC 1024.22 3207

HKG - DEL YRT NUC 965.18 2814

BKK - BOM YRT NUC 798.00

BKK - DEL YRT NUC 719.84

BOM - DEL YRT NUC 253.00

TPM	HKG	
	BKK	1065
	BOM	1871
	DEL	708
	BOM	708
	HKG	2673

IROE 7.751830 (~ 10)

36. Write an essay on passengers requiring special handling.

(2 × 13 = 26 marks)

**FIFTH SEMESTER U.G. DEGREE [SPECIAL] EXAMINATION
NOVEMBER 2020**

(CUCBCSS—UG)

Travel and Tourism Management (BTM)

TTM 5B 09—BUSINESS RESEARCH METHODS

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. _____ is the first step of research.
2. Name any secondary source of data.
3. A tentative proposition subject to test is _____.
4. H1 stands for _____.
5. Survey is always a _____ study. Field/ Lab
6. A formal statement of research process is called _____.
7. List of books referred for the research work is called _____.
8. A blue print of the research work is called _____.
9. _____ is the raw material for analysis.
10. Observation is a method of _____ in research.
11. Give an example for non-personal method of data collection.
12. Questionnaire is filled by _____.

(12 × 1 = 12 marks)

Section B

Answer at least six questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 18.

13. What is Business Research ?
14. Explain Inductive Research.

Turn over

15. What is a research proposal ?
16. What are the sources of secondary data ?
17. What is the significance of Pilot study ?
18. What is Null hypothesis ?
19. Differentiate between convenient and judgement sampling.
20. Write note on reliability of research instrument.
21. What is bibliography ?
22. Explain Focussed Group Interview.
23. What is sampling error ?
24. Write note on qualitative research ?

(6 × 3 = 18 marks)

Section C

Answer at least four questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 24.

25. Explain the importance of research in business.
26. Briefly explain the steps in research process.
27. Explain the methods of collecting primary data.
28. Explain the features and the standard format of a research report.
29. What is a research problem ? Explain the steps in formulating the research problem.
30. Explain in brief about the Measures of Central Tendency and how it is important in research.
31. Give an overview of research designs.
32. Highlight on the significance of doing Literature review in research.

(4 × 6 = 24 marks)

Section D

Answer any two questions.

Each question carries 13 marks.

33. Discuss on various forms of business research.
34. Discuss the method of preparing questionnaire and the features of a good questionnaire.
35. Discuss the major process involved in data processing.
36. Describe the various types of sampling methods used in business research.

(2 × 13 = 26 marks)

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**FIFTH SEMESTER U.G. DEGREE [SPECIAL] EXAMINATION
NOVEMBER 2020****(CUCBCSS—UG)****Travel and Tourism Management (BTM)****TTM 5B 08—HOTEL OPERATION****Time : Three Hours****Maximum : 80 Marks****Section A***Answer all questions.**Each question carries 1 mark.*

1. What are Transit Hotels ?
2. Who is a Front office clerk ?
3. Who is a Bell Captain ?
4. Who is a Special attention guest ?
5. What is a Continental Plan ?
6. What do you mean by Check-in time ?
7. What is a Crib Rate ?
8. What do you mean Room Tariff ?
9. What do you mean Seasonal Rate ?
10. Expand GRC.
11. What is an Interconnecting Room ?
12. Where is the Lobby situated ?

(12 × 1 = 12 marks)**Section B***Answer at least six questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 18.*

13. Write the uses of room maid's cart.
14. What are different types of keys used in Hotel ?

Turn over

15. What is welfare catering ?
16. What are the five main service areas found in a hotel ?
17. Write the uses of dummy waiter.
18. What are activities in the guest cycle ?
19. What are the details collected in the registration form.
20. What are the different modes of payment to settle bills in a hotel ?
21. Name four hotel booking websites.
22. List the main duties of a restaurant hostess.
23. What is an *A-La-Cart* menu ?
24. What is a theme restaurant ?

(6 × 3 = 18 marks)

Section C

*Answer at least four questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

25. Explain the check in procedure for a reserved guest ?
26. Explain role and importance of the night auditor.
27. Write the step by step procedure in making the bed.
28. Which department is referred to as back bone of a hotel, why ?
29. Who is a sommelier and what his duties are.
30. Discuss about the future trends in the hospitality industry.
31. Discuss in detail the different types of rooms in a hotel.
32. What are guest amenities and supplies related to housekeeping ?

(4 × 6 = 24 marks)

Section D

*Answer any two questions.
Each question carries 13 marks.*

33. Discuss in detail about the various core areas in a large Hotel.
34. Rooms are a perishable commodity in Hospitality Industry. Discuss.
35. Marketing and sales department play a vital role in hotel operation. Justify the statement.
36. Explain in detail, the floor plan of a kitchen and the flow of activities.

(2 × 13 = 26 marks)

**FIFTH SEMESTER U.G. (CUCBCSS-UG) DEGREE [SPECIAL] EXAMINATION
NOVEMBER 2020**

Travel and Tourism Management (BTM)

TTM 5B 07—TRAVEL MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A

*Answer all questions.
Each question carries 1 mark.*

1. What is highway tourism ?
2. Mention two car rental companies.
3. Expand UFTAA.
4. What is PATA travel mart ?
5. What is hard currency ?
6. What is debit card ?
7. What is VISA ?
8. What is ECNR ?
9. What is GDS ?
10. What is TIM ?
11. What do you mean by travel advisory ?
12. What is Cyber cash ?

(12 × 1 = 12 marks)

Section B

*Answer at least six questions.
Each question carries 3 marks.
All questions can be attended.
Overall Ceiling 18.*

13. What is a chartered airline ?
14. What are the major safaris ?
15. State two functions of IRCTC.
16. What do you understand by Toy trains ?

Turn over

17. Outline the importance of Houseboats.
18. Define passport.
19. What is FEMA ?
20. What is Upmark travel ?
21. State any two major cruise companies.
22. Mention the role of ICPB in MICE promotion.
23. What is E-payment system ?
24. What is business VISA ?

(6 × 3 = 18 marks)

Section C

*Answer at least four questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

25. Trace the history of air transportation.
26. Sketch the role of railways in the promotion of Indian tourism.
27. Explain the functions of FIATA.
28. Elucidate the impacts of fluctuations in interest rates on tourism.
29. What are the types of credit cards ?
30. Explain the types of passports.
31. Give an account of the operation of any GDS you know.
32. Discuss the benefits of Visa on arrival system.

(4 × 6 = 24 marks)

Section D

*Answer any two questions.
Each question carries 13 marks.*

33. Discuss the major public transport systems and its significance in tourism.
34. Present the aims and activities of UNWTO.
35. Write an essay on Foreign Exchange Policy impacts on tourism development.
36. Discuss the major types of GDS packages.

(2 × 13 = 26 marks)