

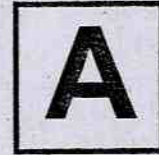
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**002953**

**Test Booklet Series**

**Booklet Serial No.**


**TEST BOOKLET - 2022  
NON ENGINEERING TRAVEL TOUR AND  
HOTEL MANAGEMENT  
LECTURER II  
(18)**



**Time Allowed: Two Hours**

**Maximum Marks: 100**

**INSTRUCTIONS**

1. IMMEDIATELY AFTER THE COMMENCEMENT OF THE EXAMINATION, YOU SHOULD CHECK THAT THIS TEST BOOKLET DOES **NOT** HAVE ANY UNPRINTED OR TORN OR MISSING PAGES OR ITEMS ETC. IF SO, GET IT REPLACED BY A COMPLETE TEST BOOKLET.
2. Please note that it is the candidate's responsibility to encode and fill in the Roll Number and Test Booklet Series Code A, B, C or D carefully and without any omission or discrepancy at the appropriate places in the OMR Response Sheet. Any omission/discrepancy will render the Response Sheet liable for rejection.
3. You have to enter your Roll Number on the Test Booklet in the Box provided alongside. **DO NOT** write anything else on the Test Booklet. 
4. This Test booklet contains **100** items (questions). Each item comprises of four responses (answers). You will select the response which you want to mark on the Response sheet. In case you feel that there is more than one correct response, mark the response which you consider the best. In any case, choose **ONLY ONE** response for each item.
5. You have to mark all your responses **ONLY** on the separate Response Sheet provided. See directions in the Response Sheet.
6. All items carry equal marks.
7. Before you proceed to mark in the Response sheet the response to various items in the Test Booklet you have to fill in some particulars in the Response Sheet as per instructions sent to you with your Admission Certificate.
8. After you have completed filling in all your responses on the Response Sheet and the examination has concluded, you should hand over to the Invigilator **only the Response Sheet**. You are permitted to take away with you the Test Booklet and Candidate's Copy of the Response Sheet.
9. Sheets for rough work are appended in the Test Booklet at the end.
10. **Penalty for wrong answers:**  
**THERE WILL BE PENALTY FOR WRONG ANSWERS MARKED BY THE CANDIDATE.**
  - (i) There are four alternatives for the answer to every question. For each question for which a wrong answer has been given by the candidate, **0.25** of the marks assigned to that question will be deducted as penalty.
  - (ii) If a candidate gives more than one answer, it will be treated as a **wrong answer** even if one of the given answers happens to be correct and there will be same penalty as above for that question.
  - (iii) If a question is left blank, i.e., no answer is given by the candidate, there will be no **penalty** for that question.

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**SEAL**



003883

1. According to the travel and tourism concept, man's first creation
  - A) Wheel
  - B) Roads
  - C) Carts
  - D) Inns
  
2. Name the well-known Chinese travelers who came to ancient India
  - A) Ibn Batuta
  - B) Adi Shankara
  - C) Fa-Hein
  - D) Al-Beruni
  
3. The movement of goods, animals, and humans is done with the help of
  - A) Accommodation
  - B) Hospitality
  - C) Transportation
  - D) Tourism
  
4. ASTA Stands for
  - A) American Society of Tourism Association
  - B) American Society of Travel Agents
  - C) American Society for Tourism Accreditation
  - D) American Society for Trade Association
  
5. Which organization is in charge of Air Traffic control operations, licenses pilots inspect aircraft and oversees maintenance
  - A) FAA
  - B) ATA
  - C) ARC
  - D) TSA



6. MAP Stands for
- A) Moderate American Plan
  - B) Modified American Plan
  - C) Minimum Appraisal Plan
  - D) None of the above
7. Housekeeping encompasses of
- 1. Cleaning
  - 2. Maintenance
  - 3. Aesthetic upkeep of the property
  - 4. All of the above
- A) 1 and 2 only
  - B) 2 and 3 only
  - C) 1,2 and 3 only
  - D) 4 only
8. Hotels are categorized based on
- A) Location
  - B) Number of Rooms
  - C) Ownership
  - D) All of the above
9. American Express Company was formed on
- A) 1840
  - B) 1842
  - C) 1843
  - D) 1841
10. Cohen classifies the typology of tourists as
- A) The organized mass tourist
  - B) The individual mass tourist
  - C) The explorer & the drifter
  - D) All of the above



- P.T.O.**



16. Which of the following statements about Jesus Christ is/are correct festival of Good Friday is to commemorate the day of

1. He was born in Bethlehem
2. He was Crucified on the cross
3. He rose from death on the fourth day
4. He died at Casablanca

- A) 1 and 2 are correct
- B) 3 and 4 are correct
- C) Only 2 are correct
- D) 4 and 1 are correct

17. Lodging located at a place with a natural or man-made feature is known as

- A) Deluxe Hotel
- B) Suite Hotel
- C) Resort Hotel
- D) Casino Hotel

18. The famous hotelier, William Marriott started as a restaurateur with A&W fast food restaurant in

- |         |                      |
|---------|----------------------|
| A) 1928 | B) 1929              |
| C) 1930 | D) None of the above |

19. Eco - Tourism involves traveling to

- |                         |                       |
|-------------------------|-----------------------|
| A) Cultural destination | B) Nature destination |
| C) Historic destination | D) All of the above   |



20. GIT stand for

- A) Group Inclusive Tour
- B) Guest Inclusive Tour
- C) Guided Independent Tour
- D) None of the above

21. For how many years did the Mughal empire progress in India

- A) 120
- B) 100
- C) 105
- D) 150

22. Which of the following is not correctly matched

- A) Hornbill festival -Nagaland
- B) Kharchi puja -Assam
- C) Cheiraoba festival -Manipur
- D) Wangala festival -Meghalaya

23. Which of the following is the only hill resort in Rajasthan, India?

- A) Mount Abu
- B) Mount Everest
- C) Mount Nanda Devi
- D) None of the above

24. When a tourist crosses the international date line traveling west, which of the following statements is true

- A) The tourist loses a day
- B) The tourist gains a day
- C) A change in time depends upon the type of flight
- D) No change in the day

25. The Grand Canyon is located in

- A) USA
- B) Australia
- C) Canada
- D) Rome

26. The 1<sup>st</sup> country that built high-speed lines for trains

- A) Japan
- B) China
- C) Singapore
- D) Hongkong

27. What percentage of earth water area does the Indian Ocean

- A) 46%
- B) 20%
- C) 24%
- D) 7%

28. What were the names of Carnival Cruise Lines's first two ships?

- A) Americanis & Britanis
- B) Holiday & Festival
- C) Mardi Gras & Carnival
- D) Queen Elizabeth & Queen Mary

29. The valley of Kashmir covers an area of

- A) 15,120.3 Sq.Km
- B) 17,721.6 Sq.Km
- C) 22,792.4 Sq.Km
- D) None of the above

30. Travel to watch or participate in sports such as to visit the Olympic games is known as

- A) Film tourism
- B) Dark tourism
- C) Sports tourism
- D) Volunteer tourism



31. The concept 'Travel & Tourism' includes
- A) The movement of people
  - B) A sector of the economy or an industry
  - C) A broad system of the interacting relationship between people
  - D) All of the above
32. A framework for tourism management includes
- A) Organizing
  - B) Consumer Trends
  - C) Leading & Controlling
  - D) All of the above
33. The night auditor in the hotel prepares
- A) Daily sales recapitulation sheet
  - B) Daily transcript
  - C) Sales summaries
  - D) All of the above
34. A master bill of a resident guest is known as
- A) Guest folio
  - B) Master folio
  - C) Split folio
  - D) Employee folio
35. A typical HR Organisation of a larger hotel includes
- A) Recruitment & Orientation
  - B) Training & Compensation
  - C) Payroll
  - D) All of the above



36. A credit limit set by the management, which has to be cleared by the guest during his/her stay is known as
- A) House limit
  - B) Floor limit
  - C) Guest limit
  - D) Pay limit
37. How to round euro
- A) To the nearest 0.01
  - B) To the higher 1
  - C) To the nearest 1
  - D) None of the above
38. MICE in tourism stands for
- A) Meeting, Incentives, Conventions & Exhibitions
  - B) Man's Impact on Coastal & Estuarine ecosystem
  - C) Metafile Image Code Execution
  - D) Multisensory Intervention through Consultation & Education
39. An assembly for the discussion of common concerns is known as
- A) Clinic
  - B) Forum
  - C) Symposium
  - D) Workshop
40. The marketing concept in the field of tourism comprises
- A) Market research
  - B) Product formulation
  - C) Public relations
  - D) All of the above



41. A tourism product can be analyzed in terms of
- A) Attractions
  - B) Facilities
  - C) Accessibility
  - D) All of the above
42. When a company sets its budget to match those of its major competitors in factor of costing is known as
- A) Affordable method
  - B) Percentage of sales method
  - C) Competitive parity method
  - D) Objective & task method
43. Which one of the following demands can be satisfied in the future but is not known even to the targeted market niches
- A) Actual demand
  - B) Latent demand
  - C) New demand
  - D) Negative demand
44. Which one of the "modern marketing mix" is created according to the needs of the prospective clients?
- A) Product
  - B) Pricing
  - C) Promotion
  - D) Power
45. The demand of a consumer for a product or service depends upon
- A) Consumer's income
  - B) Price of the product or service
  - C) Taste & Preferences of the consumer
  - D) All of the above



46. The International Congress and Convention Association (ICCA) founded in the year

- A) 1963
- B) 1837
- C) 1960
- D) 1964

47. The main components of digital marketing for DMOs

- A) Content creation & websites
- B) SEM and SEO
- C) Social media & apps
- D) All of the above

48. The essential components of tourism supply are

- A) Attractions
- B) Accommodation
- C) Transport
- D) All of the above

49. The major branches of tourism in Kerala are

Match the following

- |              |                |
|--------------|----------------|
| a) Kerala    | i) Snow        |
| b) Rajasthan | ii) Backwater  |
| c) Jammu     | iii) Taj Mahal |
| d) Delhi     | iv) Dessert    |

- |    | a   | b   | c   | d   |
|----|-----|-----|-----|-----|
| A) | ii  | iv  | i   | iii |
| B) | iii | i   | iv  | ii  |
| C) | iv  | iii | ii  | i   |
| D) | i   | ii  | iii | iv  |



50. Eco — Tourism focuses on

- A) Local cultures
- B) Volunteering
- C) Wilderness adventures
- D) All of the above

51. "Greening" of the tourism industry is achieved through

- A) Eco-tourism
- B) Health-tourism
- C) Adventure-tourism
- D) Educational-tourism

52. A combination of resources, activities, and services, which are sold and managed through professional tour operators

- A) Eco-tourism services
- B) Eco-tourism resources
- C) Eco-tourism products
- D) Eco-tourism activities

53. A mechanism for assigning overall management objectives and priorities to different geographic areas is known as

- A) Routing
- B) Camping
- C) Zoning
- D) Plotting

54. The Convention on International Trade in Endangered Species (CITES) was formed on

- A) 1977
- B) 1973
- C) 1971
- D) 1972

55. Visiting sacred religious places or holy places is known as

- A) Status and prestige of tourism
- B) Ethnic and family tourism
- C) Spiritual and religious tourism
- D) Health and wellbeing tourism



56. Which one of the following focuses on the quality of visitor experience through effective management?
- A) Alternative tourism                      B) Niche tourism  
C) Medical tourism                          D) Leisure tourism
57. Which one of the following is a unique vehicle for cultural propagation and is essential for a deeper understanding of people and acts as a tool for the acceptance of the originality of cultures?
- A) Tribal tourism                              B) Heritage tourism  
C) Doomsday tourism                      D) None of the above
58. EIA in business stands for
- A) Environmental Impact Assessment  
B) Energy Information Administration  
C) Electronic Industries Association  
D) None of the above
59. World Environment Day is celebrated on
- A) 5<sup>th</sup> June                                      B) 15<sup>th</sup> June  
C) 9<sup>th</sup> August                                  D) 15<sup>th</sup> September
60. In relation to economic impact which of the following is usually considered to be the positive effect's?
- A) Contribution to foreign exchange earnings  
B) Contribution to government revenues  
C) Contribution to the regional development  
D) All of the above



61. Cultural attractions in tourism include
- A) Handicrafts & language
  - B) Tradition & Architecture
  - C) Religion & Dress
  - D) All of the above
62. Which one of the following is not a negative environmental impact?
- A) Tourist drop litter
  - B) Overcrowding
  - C) Disturbance
  - D) Preserving the local culture
63. Which one of the following ways is best for managing visitors?
- A) Controlling the number of visitors
  - B) Modifying visitor behavior
  - C) Adapting resources
  - D) All of the above
64. A total of physical and psychological satisfaction derived from visiting places of interest is known as
- A) Tourism statistics
  - B) Tourism perspective
  - C) Tourism product
  - D) Tourism Industry
65. Indian National Trust for Art and Cultural Heritage was established on
- A) 1937
  - B) 1987
  - C) 1847
  - D) 1984
66. The Trade Balance (TB) can be calculated from, Where X = Export and M = Imports
- A)  $X - M$
  - B)  $X + M$
  - C)  $M - X$
  - D)  $M + X$



67. The 'Agenda 21' for the travel and tourism industry has emphasized on
- A) Waste minimization
  - B) Hazardous substances
  - C) Energy efficiency
  - D) All of the above
68. The maximum capacity to absorb the development of tourism without negatively affecting the ecology and the environment while ensuring visitor satisfaction is defined as
- A) Cascading effect
  - B) Carrying capacity
  - C) Demonstration effect
  - D) None of the above
69. Policy formulation involves
- A) Setting the policy agenda and formulation
  - B) Decision-making process and implementation stage
  - C) Evaluation and review stage
  - D) All of the above
70. One of the earliest travel agencies cox and kings was established on
- A) 1756
  - B) 1757
  - C) 1758
  - D) 1759
71. Which one of the following CRS is used by travel agents?
- A) Galileo
  - B) Amadeus
  - C) Sabre
  - D) All of the above



72. The decision of a tourist regarding the choice of mode of travel depends on?
- A) Availability of different modes of travel
  - B) Cost factor
  - C) Time taken in journey and travel experience anticipated
  - D) All of the above
73. Which one of the following coupons is meant for agency records and is detached at the time of issuance of a ticket by the agency
- A) Audit Coupon
  - B) Flight Coupon
  - C) Passenger Coupon
  - D) Agent Coupon
74. Which one of the following is required to start a travel company?
- A) ASTA approval
  - B) ICAO approval
  - C) DGCA approval
  - D) IATA approval
75. The first BSP was developed on
- A) 1971
  - B) 1937
  - C) 1976
  - D) None of the above
76. Which one of the following is issued to government officials
- A) Diplomatic passport
  - B) Joint passport
  - C) Alien passport
  - D) International red cross passport



77. Which one of the following VISA is issued for a long period?

- A) Single entry VISA
- B) Transit VISA
- C) Multiple entry VISA
- D) Business VISA

78. Find out the correct pair

- A) Passport Act of India - 1967
- B) Foreigners Act of India - 1977
- C) Airport Act of India - 1947
- D) Anti-Hijacking Act of India - 1937

79. The general health information section of the TIM describes

- A) How to obtain VISA
- B) Customs regulations
- C) Different areas of the world where infectious diseases exist
- D) None of the above

80. Small-business ethical dilemmas include

- A) Conflict of interests
- B) Social responsibility to stakeholders
- C) Level of openness & personality traits
- D) All of the above

81. A set of principles prescribing a behavioral code that explains what is good and right.

- A) Ethics
- B) SOP
- C) Organization hierarchy
- D) Good will



82. An individual who recognizes opportunities where others see chaos or confusion
- A) Entrepreneurs
  - B) Professional's
  - C) Labors
  - D) None of the above
83. Resorts are located near
- A) Airport
  - B) Railway station
  - C) Downtown
  - D) Mountain
84. Which one of the following fruit represents the hospitality industry?
- A) Apple
  - B) Pineapple
  - C) Green apple
  - D) Wood apple
85. Which one of the following is a grant from the government that gives an inventor exclusive rights to an invention?
- A) Trademarks
  - B) Trade secrets
  - C) Patent
  - D) Copy right
86. Which one of the following is known when one person owns a business without forming a corporation or LLC
- A) Sole proprietorship
  - B) Partnership
  - C) Corporation
  - D) Limited partnership



87. ISO 9000/ISO 14001 stands for
- A) Credit guarantee scheme
  - B) The integrated infrastructure development scheme
  - C) Certification reimbursement scheme
  - D) SSIMDA scheme
88. Research that is related to some abstract ideas or theory is known as
- A) Conceptual research
  - B) Quantitative research
  - C) Applied research
  - D) Descriptive research
89. The technique of recording notes, content analysis, tape, and film listening, and analysis is known as
- A) Analysis of historical records
  - B) Analysis of documents
  - C) Opinionnaire
  - D) Case study and life history
90. Which of the following statement about research purposes is/are correct? maybe grouped into
- A) Research purpose may be grouped into exploration and experimentation
  - B) Research purpose may be grouped into description and diagnosis
  - C) Research purpose may be grouped into diagnosis and experimentation
  - D) Research purpose may be grouped into exploration, description, diagnosis, and experimentation
- A) Only D is correct
  - B) Only C is correct
  - C) Only B is correct
  - D) Only A is correct



91. Which one of the following is the most used method, especially in studies relating to behavioral sciences?
- A) Interview method
  - B) Observation method
  - C) Collection of data through questionnaires
  - D) Collection of data through schedules
92. A brief review of the main findings just in two or three pages is known as
- A) Nature of the study
  - B) Methods employed
  - C) Summary of results
  - D) Bibliography
93. The process of assigning numerals or other symbols to answers so that responses can be put into a limited number of categories or classes is known as
- A) Editing
  - B) Coding
  - C) Classification
  - D) Tabulations
94. Which one of the following refers to the items to be selected from the universe to constitute a sample?
- A) Size of the sample
  - B) Sampling units and frame
  - C) Sampling design
  - D) None of the above
95. Analysis of variance can be done through
- A) One-way ANOVA
  - B) Two-way ANOVA
  - C) Latin-square design
  - D) All of the above



96. Chambermaid is also called as

- A) Floor supervisor
- B) Room Attendant
- C) Houseman
- D) Assistant housekeeper

97. A tour that brings a variety of people together with the primary purpose of wide publicity

- A) E-Tourism
- B) Fam Tourism
- C) Adventure Tourism
- D) Dark Tourism

98. Companies operating, investing, and financial activities are shown as

- A) Cash-Flow Statement
- B) Income and expenditure
- C) Balance of payment
- D) None of the above

99. India tourism development corporation came into existence since

- A) 1987
- B) 1996
- C) 1966
- D) 1968

100. The French term for a restaurant manager

- A) Maitre d'hotel
- B) Chef de rang
- C) Demi chef de rang
- D) Commis de rang



## **ROUGH WORK**



# ROUGH WORK

SEAL