

MODEL QUESTION PAPERS  
**TOURISM & TRAVEL**  
**TECHNIQUE**



**INTERMEDIATE II YEAR VOCATIONAL COURSE  
TOURISM AND TRAVEL TECHNICQUES  
Paper III  
Computers and Front-Office Operations  
Model Proforma for conducting Practical Examination**

**Time: 2 hrs. 30 min**

**Max.Marks:50**

Should be conducted by an external examiner from the field.

Allocation method	Maximum Marks	Duration
1. Exercise using Ms. Word	12	45 min.
2. Exercise using Ms.Excel	12	45 min.
3. Situation/Tasks handling using Computerised Front Office System	12	45 min
4. Personal etiquette, composure	4	--
5. Viva-voce	10	15 min
<b>Total</b>	<b>50</b>	<b>150 min</b>

## INSTRUCTIONS TO EXAMINER :

- a) The total marks may be distributed among the tasks given above according to the criticality.
- b) Evaluate the performance and allot marks for each completed task using your discretion.

## 2. EXERCISE IN MS. EXCEL

**Duration: 45 minutes**

**Max.Marks :12**

### Orugal group of Hotels

#### Sales analysis

Date of Sale	Name of Point of Sale	Budgeted Sales	Actual Sales	Variance	Comment
1.Jan.05	Little Nuggets	16000	21000		
1.Jan.05	Jockey House	32000	39000		
1.Jan.05	Ruchi	19000	17000		
2.Jan.05	Little Nuggets	16000	19000		
2.Jan.05	Jockey House	32000	29000		
2.Jan.05	Ruchi	19000	18000		
3.Jan.05	Little Nuggets	16000	16000		
3.Jan.05	Jockey House	32,000	36000		
3.Jan.05	Ruchi	19000	22000		

### TASKS TO STUDENT

1. Enter the above information using Excel work-sheet.
2. Give Formula in Variance column to compute the difference between Budgeted Sales and Actual Sales.
3. Give logical formula in Comment column to display Good if Actual sales is equal to or greater than Budgeted Sales and Bad if Actual sales is less than Budgeted Slaes.
4. Sort the data by Name of Point of Sale.
5. Using Sub-totals feature get Point of Sale based Sub-totals.

## INSTRUCTIONS TO EXAMINER

- a) The total marks may be distributed among the tasks given above according to the criticality.
- b) Evaluate the performance and allot marks for each completed task using your discretion

### 3. Situation/Tasks handling using Computerised Front Office System

**Duration : 45 min.**

**Max.Marks : 12**

- a) The examiner may give two or three tasks on the lines of the suggested ones below for the student to handle.
- b) The 12 marks may be distributed between the number of tasks given to the student.
- c) The distributed marks may be further allocated considering the three points given below under the method of evaluation.

#### **Suggested tasks to the student**

To take a reservation/to amend an existing reservation

To check-in a Walk-in guest, to take advance from the guest and issue receipt

To provide Guest Information/ to enter bills into guest ledger

To handle Change of room/ check-out

To handle arrival of a foreign-guest with reservation

#### **Method of Evaluation by the examiner**

- 1. Steps taken/procedure followed.
- 2. Conversational ability.
- 3. Filling up the relevant form/forms

- 1. Steps taken/procedure followed.
- 2. Conversational ability.
- 3. Filling up the relevant form/forms

- 1. Steps taken/procedure followed.
- 2. Conversational ability.

- 3. Filling up the relevant form/forms

- 1. Steps taken/procedure followed.
- 2. Conversational ability.
- 3. Filling up the relevant form/forms

- 1. Steps taken/procedure followed.
- 2. Conversational ability.
- 3. Filling up the relevant form/forms

# INTERMEDIATE I YEAR VOCATIONAL COURSE TOURISM AND TRAVEL TECHNIQUES PAPER III - HOSPITALITY SERVICE

## Model Proforma for conducting Practical Examination

**Time : 1 hr.30 min.**

**Max.Marks : 50**

	<b>Allocation method</b>	<b>Maximum Marks</b>	<b>Duration</b>
1.	Situation/ Tasks handling	35	75 min.
2.	Personal etiquette, composure	5	--
3.	Viva-voce	10	15 min.
	<b>Total:</b>	<b>50</b>	<b>90 min.</b>

### 1. **Situation/Tasks handling :**

**Duration : 75 minutes**

**Max. Marks : 35**

- a) The examiner may give two or three tasks on the line of the suggested ones below for the student to handle.
- b) The 35 marks may be distributed between the number of tasks given to the student.
- c) The distributed marks may be further allocated considering the three points given below under the method of evaluation.

#### **Suggested tasks to the student**

#### **Method of Evaluation by the examiner**

To take a reservation	<ol style="list-style-type: none"> <li>1. Steps taken/procedure followed.</li> <li>2. Conversational ability.</li> <li>3. Filling up the relevant form/forms.</li> </ol>
To check-in a Walk-in guest	<ol style="list-style-type: none"> <li>1. Steps taken/procedure followed.</li> <li>2. Conversational ability.</li> <li>3. Filling up the relevant form/forms.</li> </ol>
To provide Guest Information	<ol style="list-style-type: none"> <li>1. Steps taken/procedure followed.</li> <li>2. Conversational ability.</li> <li>3. Filling up the relevant form/forms.</li> </ol>
To handle Change of room	<ol style="list-style-type: none"> <li>1. Steps taken/procedure followed.</li> <li>2. Conversational ability.</li> <li>3. Filling up the relevant form/forms.</li> </ol>
To handle arrival of a foreign-guest with reservation	<ol style="list-style-type: none"> <li>1. Steps taken/procedure followed.</li> <li>2. Conversational ability.</li> <li>3. Filling up the relevant form/forms.</li> </ol>

**THEORY PAPER-I**  
**THEORY II<sup>nd</sup>YEAR**  
**TRAVEL AGENCY TOUR OPERATIONS**

**No. of Questions : 18**

**Time : 3 Hours**

**Max. Marks : 50**

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

1. Mention Airport Codes for
  - a) Newyork
  - b) London
2. Mention City codes for
  - a) Paris
  - b) Singapore
3. Enrich is in Italy. Yes/No.
4. Infant age is 0-2 yers. Yes/No.  
Child age is upto 15 years. Yes/No.
5. Mention the Capital for the following country (any two)
  - a) France
  - b) U.K.
  - c) Maharashtra
  - d) Karnataka
6. Mention the New Name for
  - a) Madras
  - b) Bombay
7. Mention Baggage Allowance for USA.
8. Emigration clearance is not required for travel to USA. Yes/No.
9. Visa for U.S.A. is given on arrival. Yes/No.
10. Minor's cannot hold a passport. Yes/No.

## Section - B

**Note :** (i) Answer any five Questions 5 x 6 = 30

(ii) Each Question carries 6 marks

11. Define a Passport. Mention the different types of passports.
12. List the documents require for obtaining a fresh passport.
13. Mention five important tourist destination in Andhra pradesh. Briefly describe.
14. Mention the list of Schengen Countries.
15. What is a Visa. Mention the documents required for obtaining a tourist Visa for U.S.A.
16. Mention the Domestic Airlines Operation in India. List the services that are provided by a Travel Agent.
17. Mention the role of A.P. Tourism to promote A.P. as a Tourist Destination.
18. Communication & Public Relations, cleanliness & Safety - Key for success in promoting tourism. Briefly explain & give suggestions.



**MODEL QUESTION PAPER**  
**PRACTICAL PAPER-I**  
**IIIndYEAR**  
**TRAVEL AGENCY TOUR OPERATIONS**

**No. of Questions : 18**

**Time : 3 Hours**

**Max. Marks : 50**

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

1. Visit to Import Tourist Destinations-Highlight their importance & give suggestions.
2. Visit to domestic & International Airport. Explain the formalities to be completed. Explain the facilities available to passengers.
3. Prepare Itinerary for one week  
a) Domestic      b) International
4. Group discussions - To Travel Communication skills and build confidence level.
5. Mock sessions & situation handling - interaction among students (customer & a Travel Agent). Which will help test subject knowledge and also help to improve language & presentation skills.
6. Visit to reputed travel agencies & Airline Offices. Prepare a brief report about their functions.
7. Visit to passport Office- overview of their functioning and their procedures.
8. Visits to State & Central Tourism Offices - role & effectiveness to improve tourism.
9. Visits to reputed/budget hotels-essential for success & development of tourism.
10. Importance of a guide/food transport and most important in the hospitality of the people.

**MODEL QUESTION PAPER**  
**THEORY PAPER-II**  
**II<sup>nd</sup> YEAR**  
**TOURISM PROFILE IN ANDHRA PRADESH**

**No. of Questions : 18**

**Time : 3 Hours**

**Max. Marks : 50**

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

1. Expand APTDC.
2. Expand INTACH.
3. Name of two archaeological attractions in A.P.
4. Name of two national parks in AP.
5. Name of any two hyderabadi foods.
6. Names of any two museums in the state?
7. Name of two well known hotels in the state?
8. Name of the Tourism Minister in AP?
9. Name of two important forts in the state?
10. Names of two important beaches.

**Section - B**

**Note :** (i) Answer any 5 Questions 5 x 6 = 30  
(ii) Each Question carries 6 marks

11. Describe briefly about any one museum of the state.
12. Describe briefly any one temple in the state.
13. Write briefly about anyone amusement park in the state?
14. Write briefly about any one National Park or sanctuary in the state?
15. Write briefly about one NGO related to wildlife or nature in the state?
16. Write briefly about AP Culture?
17. Write briefly about tourism in AP?
18. Write briefly about any one river in the state?

**IIInd YEAR PAPER-II**  
**TOURISM PROFILE IN ANDHRA PRADESH**

**No. of Questions : 18**

**Time : 3 Hours**

**Max. Marks : 50**

There should be three tasks for practical Examination.

**Task-I**

History & Culture of AP Examination can be in the form of quiz.

**Task-II**

Places of tourist interest examination can be in the quiz or through presentation

**Task-III**

Presentation about AP Tourism or NGO (functions) for five minutes or a written report.

Marks accordingly can be allocated by the teacher concerned.

**1<sup>st</sup> YEAR PAPER-II**  
**TOURISM TRAVEL TECHNIQUES**  
**GEOGRAPHY, HERITAGE & TOURISM IN INDIA**

**No. of Questions : 18**

**Time : 2 Hours**

**Max. Marks : 50**

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

1. Meaning of Geography?
2. Meaning of heritage?
3. Meaning of "Sanctuary"?
4. Expand ASI?
5. Name two National Parks?
6. Name two world heritage sites?
7. Name two important museums?
8. Name two important tourism festivals?
9. Meaning of Eco-tourism?
10. Name at least two important beaches?

**Section - B**

**Note :** (i) Answer any five Questions 5 x 6 = 30  
(ii) Each Question carries 6 marks

11. Role of Geography in tourism?
12. Role of heritage in tourism?
13. Describe briefly any one world heritage site?
14. Describe briefly any one national park?
15. Describe briefly any one museum?
16. Describe briefly any one tourism festival in the state?
17. Describe briefly any one fort in the state?
18. Write briefly about ASI?

**1<sup>st</sup> YEAR PAPER-II**  
**TOURISM TRAVEL TECHNIQUES**  
**GEOGRAPHY, HERITAGE &**  
**TOURISM IN INDIA**

**No. of Questions : 18**

**Time : 2 Hours**

**Max. Marks : 50**

1. Each student should be examined on two aspects.

(1) Heritage and culture

(2) Worldheritage sites

The student should be made to give a presentation for about five minutes on the above two and should answer the question put on the presentation.

2. Quiz about places of interest / culture / geography by teacher.

The Marks can be allocated by the teacher basis on the above.

**MODEL QUESTION PAPER III**  
**INTERMEDIATE VOCATIONAL STUDIES**  
**TOURISM AND HOSPITALITY SERVICE**

**Year I : Theory**

**Max.Marks : 50**

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

1. A five star classification.
2. Scanty Baggage.
3. Continental Plan.
4. Three international cuisines.
5. Hubert's Formula.
6. Names of five international chains of hotels.
7. 24-hours-checkout time.
8. No show.
9. Down town hotel.
10. Skipper.

**Section - B**

**Note :** (i) Answer any five Questions 5 x 6 = 30  
(ii) Each Question carries 6 marks

11. What is the role of National cuisine in promoting International Tourism?
12. Name three different laws relating to hotel industry. State the objective of each of those laws.
13. Name the different types of hotels, Mention the types of guests each of them caters to.
14. Attributes of a good Receptionist
15. List out five basic etiquettes in the use of telephone.
16. What are the duties of a Bell captain?
17. Points considered for fixing room tariff
18. Criteria for classifying hotels
19. Front office organisation chart.

**MODEL QUESTION PAPER III**  
**INTERMEDIATE VOCATIONAL STUDIES**  
**TOURISM, COMPUTERS &**  
**FRONT OFFICE OPERATIONS**

Year II : Theory

Max.Marks : 50

**Section - A**

**Note :** (i) Answer all the Questions 10 x 2 = 20  
(ii) Each Question carries 2 marks

Explain the following with format wherever necessary:

1. VPO
2. Allowance voucher
3. Subsidiary books
4. Cash Summary
5. Double-entry
6. Credit Note
7. Credit Card
8. Software
9. City Ledger
10. ARR

**Section - B**

**Note :** (i) Answer any five Questions 5 x 6 = 30  
(ii) Each Question carries 6 marks

1. What is the date needed for making a Room reservation? Explain with a neatly drawn Reservation Form.
2. What are the circumstances under which a guest is shifted to another room?
3. What is the work of Night Auditor?
4. What is a VTL? Draw the format of a VTL with few imaginary entries.

5. What are the different methods of settling a bill? Point out the caution to be taken by the Front Cashier under each method of settlement.
6. What is hardware? Give examples of hardware.
7. How are accounts classified and what are the rules for Posting?
8. Why is it necessary to conduct Night Audit in a hotel?
9. Journalise the following transactions using proper format:
  - a) 16.Jun.04 Sold goods to Rakesh for Rs.2500 on credit.
  - b) 16.Jun.04 Rakesh returned goods of value Rs.150.
  - c) 18.Jun.04 Rakesh paid Rs.2000 by cheque.
  - d) 19.Jun.04 Gave a cash discount of Rs.100 to Rakesh.
  - e) 20.Jun.04 Rakesh paid the balance amount of Rs.250 in cash



## **XI. List of Participants**

<b>Sl.No.</b>	<b>Name</b>	<b>Address</b>
1.	Dr.G.Krishna Ranga Rao	Institute of Hotel Management, F Row D.D.Colony, Vidya Nagar, Hyderabad- 500007
2.	P.Madhusudhana Rao	Institute of Hotel Management, F Row D.D.Colony, Vidya Nagar, Hyderabad- 500007
3.	Mr.N.Seshadri	Senior Executive, Jet Air Tours Pvt. Ltd, Summithouse, 1st Floor, Hill Fort Rd, Hyderabad-500004.