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**B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, MARCH 2017**

**Fourth Semester**

Core Course 13—GUIDING AND NEGOTIATING SKILLS FOR TOURISM

(2013 Admission onwards)

Time : Three Hours

Maximum Marks : 80

**Part A (Short Answer Questions)**

*Answer all questions.*

*1 mark each.*

1. Define tour guide.
2. Name any two dance festivals in India.
3. International tourist guide's day is on \_\_\_\_\_.
4. Bihu is the festival of which Indian state ?
5. Pushkar Fair is held in which state ?
6. "Salar Jung Museum" is located in which Indian state ?
7. Mention the names any two islands of Lakshadweep.
8. Name any one European country which is not covered by Schengen Visa.
9. "Khajuraho" is located in which Indian state ?
10. Mention the colour of the official passport issued in India.

(10 × 1 = 10)

**Part B (Brief Answer Questions)**

*Answer any eight questions.*

*2 marks each*

11. What is "C" form ?
12. Define itinerary.
13. Write brief note on tour brochure.
14. What is culture tourism ?
15. Explain the activities of naturalist guide.
16. Define "Wellness tourism".
17. What is red data book ?

**Turn over**

- ✓ 18. What are the basic four documents needed for outbound tour ?
- ✓ 19. Write short note on Muziris Biennale.
- ✓ 20. Define Eco tourism.
- ✓ 21. Write note on any four tourist spots in Karnataka.
- ✓ 22. What do you mean by Escorted tour ?

(8 × 2 = 16)

### Part C (Descriptive/ Short Essay Questions)

*Answer any six questions.*

*4 marks each.*

23. Write short note on UNESCO.
- ✓ 24. Explain the different types of tours.
- ✓ 25. What are the different types of tourist guides ?
- ✓ 26. Explain the various sources of income of a tourist guide ?
27. Differentiate between GIT and FIT.
- ✓ 28. Explain the skills required for guiding tourists in a wild life sanctuary.
29. What are the different types of negotiation techniques ?
- ✓ 30. Briefly explain the major functions of a tour guide.
- ✓ 31. Explain the importance of time management skill for tourist guides.

(6 × 4 = 24)

### Part D (Long Essays)

*Answer any two questions.*

*15 marks each.*

32. Explain in detail the importance of effective communication in tour guiding.
33. Describe how tourist guide deals with various emergency situations during guiding.
- ✓ 34. Describe in detail the importance of personal grooming and dressing for a tourist guide ?
- ✓ 35. Explain in detail the role of guides in the promotion of tourism.

(2 × 15 = 30)