

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
NOVEMBER 2023**

Travel and Tourism Management

TTM 5B 08—ACCOMMODATION OPERATION

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A**

*Answer all questions.*

*Each question carries 2 marks.*

*(Short answer type, not exceed 50 words each)*

1. What do you mean by walk-in guest ?
2. What is AP ?
3. What is the main role of a Captain ?
4. Expand GHC. *Guest History Card.*
5. What do you mean by personnel department ?
6. Who is a CDP ? *chef de partie - trained chef who is responsible for*
7. What is floor master key ?
8. What is Interconnecting room ?
9. Describe the role of a banquet manager ?
10. What is Reservation ?
11. Describe the role of linen supervisor ?
12. What do you mean by pantry ?
13. Define meal plan.
14. What is Grilling ?
15. What is Mocktail ?

(Ceiling 25 marks)

**Turn over**

**Section B**

*Answer all questions*

*Each question carries 5 marks.*

*(Paragraph/ Problem type, not to exceed 100 words each)*

16. Explain the duties and responsibilities of uniform supervisor.
17. Explain the floor plan of kitchen.
18. Identify the job scope of front office manager.
19. Describe the procedures of room cleaning procedures.
20. Examine the duties and responsibilities of executive housekeeper in a hotel.
21. Analyze the different tasks in restaurant services of a hotel.
22. Categorize the classification of room plans.
23. Examine the various sections of F and B service department in a hotel.

(Ceiling 35marks)

**Section C**

*Answer any two questions.*

*Each question carries 10 marks.*

*(Essay type, not to exceed 500 words)*

24. Discover the different types guest rooms a five-star hotel.
25. "F and B department is the back born of a hotel". Justify your answer.
26. Draw the organization chart of Housekeeping department in a Five-star hotel. And explain in detail.
27. Criticize the role of hotels in the developments of tourism industry of country.

(2 × 10 = 20 marks)

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**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
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Travel and Tourism Management

TTM 5B 09—TOURISM RESEARCH METHODOLOGY

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A***Answer all questions.**Each question carries 2 mark.**(Short answer type, not exceed 50 words each)*

1. What is simulation of data ?
2. What is analytical study ?
3. What is historical research ?
4. Name any *one* source of literature.
5. What is null hypothesis ?
6. What is analytical hypothesis ?
7. What is simulation in sampling ?
8. In what type of research, a survey methods are used ?
9. What is tabulation of data ?
10. What is a sampling unit ?
11. What is literature review ?
12. What is sampling error ?
13. Write one characteristics of a good sample.
14. What is projective technique ?
15. What is pure research ?

(Ceiling 25 marks)

**Turn over**



**Section B**

*Answer all questions.*

*Each question carries 5 marks.*

*(Paragraph/ Problem type, not to exceed 100 words each)*

16. Explain in what type of research hypothesis is constructed.
17. Explain the methods of collecting primary data.
18. What is content analysis ?
19. Explain the purpose of literature review in social science research.
20. Explain the importance of observation in research
21. Explain the methods of content analysis.
22. Explain the principles of writing a research report.
23. Explain panel method of sampling.

(Ceiling 35 marks)

**Section C**

*Answer any two questions.*

*Each question carries 10 marks.*

*(Essay type, not to exceed 500 words)*

24. Choose a topic of your research and justify the relevance of that topic to resolve certain gaps in tourism research.
25. Explain in detail about probability and non-probability sampling.
26. Explain the methods of construction of a questionnaire.
27. Explain the importance of pilot study in data collection.

(2 × 10 = 20 marks)

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**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
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Travel and Tourism Management

TTM 5B 10—AIRLINE AND CARGO MANAGEMENT

(2019 Admission onwards)

Time : Two Hours ~~and a Half~~

Maximum : 80 Marks

**Section A**

*Answer all questions each question carries 2 marks.*

*Short answer type, not exceed 50 words each.*

1. What is an airline network ?
2. Name the flag carrier of Nepal.
3. Give examples of wet cargo.
4. Name the flag carrier of Singapore.
5. What do you mean by galley in an air craft ?
6. Give examples of air cargo carriers.
7. Name the codes for economy discounted class in airlines.
8. What is house airway bill ?
9. What is customs check at airports ?
10. Name the industry term for unchecked baggage.
11. What is flight coupon ?
12. What do you mean by interline journey ?
13. What is Minimum Connecting Time ?

Turn over

14. For what types of journeys, the point of turnaround applicable ?

15. What do you mean by open jaw journey ?

(Ceiling 25 marks)

### Section B

Answer **all** questions.

Each question carries 5 marks.

Paragraph / Problem type, not to exceed 100 words each.

16. Explain the concept of Hub and Spoke system in aviation.

17. Discuss the competitive strategies implemented by the low-cost carriers in India.

18. Write notes on passenger handling in aviation.

19. Explain the structure of air cargo industry.

20. Name the classes of services available on passenger airlines and define their features.

21. Describe the basic elements of the mileage system in air fare construction.

22. Explain point to point air fare calculation.

23. Indicate the correct global indicators for each of the routings below:

(a) SIN – BKK – MNL – JKT

(b) SIN – OSA – AMS – CAS

(c) SYD – FRA – NYC – LAX

(d) SYD – SIN – TYO – HKG

(Ceiling 35 marks)

### Section C

Answer any **two** questions.

Each question carries 10 marks.

Essay type, not to exceed 500 words.

24. Briefly explain the characteristic features of airline journeys.

25. Briefly explain the types of cargo rates.



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Travel and Tourism Management

TTM 5B 11—PRINCIPLES AND PRACTICES OF MANAGEMENT

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A**

*Answer all questions each question carries 2 marks.*

*(Short answer type, not exceed 50 words each).*

1. Describe motion study.
- ~~2.~~ Define authority.
- ~~3.~~ Explain any two skills of managers.
- ~~4.~~ Define strategy.
5. List any four quantitative forecasting techniques.
6. Explain staff authority.
7. Illustrate the term Selection.
- ~~8.~~ Write a note on training.
9. List out the basic needs in a hierarchy.
- ~~10.~~ State any two limitations of planning.
11. Give a note on departmentation by customers.
- ~~12.~~ Distinguish between strategic and tactical planning.
13. Differentiate unity of command and unity of direction
- ~~14.~~ Explain leading.
15. Depict about mathematical school.

(Ceiling 25 marks)

**Turn over**

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**Section B**

*Answer all questions.*

*Each question carries 5 marks. Paragraph/ Problem type, not to exceed 100 words each.*

16. List out the limitation of planning.
17. Analyse the pros and cons of MBO.
18. Explain the advantages of functional organization.
19. State the classical principles of delegation.
20. Discuss the three approaches to leadership.
21. Describe the factors that determine the type of control.
22. Draw the flow chart for the steps in conflict management process.
23. Describe the core leadership skills.

(Ceiling 35 marks)

**Section C**

*Answer any two questions.*

*Each question carries 10 marks.*

*Essay type, not to exceed 500 words.*

24. Discuss the trends and challenges of management on globalized era.
25. "Fayol is considered as the father of modern management theory". Comment on it.
26. Discuss and summarize about the system approach to the study of management.
27. Give an account of Henry Fayol's 14 principles of management.

(2 × 10 = 20 marks)