

MAR IVANIOS COLLEGE (AUTONOMOUS) THIRUVANANTHAPURAM

Reg. No. :....

Name :....

Second Semester B.Voc. Degree Examination, June 2016

First Degree Programme under CSS

Skill Course – VI: (for Tourism and Hospitality Management)

AUTH273: Tour Guiding and Escorting

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

- 1. Tour guide
- 2. International tourism
- 3. Escort
- 4. MICE
- 5. Communication barrier
- 6. Tour commentaries
- 7. Car rental
- 8. Hosted tour
- 9. Itinerary
- 10. Walking tour

 $(10 \times 1 = 10 \text{ Marks})$

SECTION – B

Answer any **EIGHT** questions, each in a short paragraph not exceeding 50 words.

- 11. What do you mean by leisure and recreation ?
- 12. What are the types of information provided by guides to tourists ?
- 13. Which are the steps to handle enquiries by guides ?
- 14. Write a note on the major threats of tour guiding.

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- 15. Mention the sources of income for a tour guide.
- 16. Differentiate between inbound and outbound tours.
- 17. Write a note on guiding techniques.
- 18. What are the major duties of a wildlife tour guide ?
- 19. Differentiate between FIT and GIT.
- 20. Write a note on the classification of guides.
- 21. Mention the role of a cruise manager.
- 22. Briefly discuss the stages of tour planning.

 $(8 \times 2 = 16 \text{ Marks})$

SECTION - C

Answer any SIX questions, each in a paragraph not exceeding 120 words.

- 23. What is the need for professional development and training for a guide ?
- 24. Write a note on the major guiding skills.
- 25. A tour guide is an unofficial ambassador for a country. Comment.
- 26. Write the importance of personal grooming and standard of dress in guiding.
- 27. Discuss the professional assistance given by an adventure specialist guide.
- 28. How will a tour guide handle customer complaints ?
- 29. Explain how a tourist guide will deal with difficult tourists.
- 30. Write a note on how a guide acts on situations of emergency.
- 31. What are the expectations of tourists on guides ?

 $(6 \times 4 = 24 \text{ Marks})$

SECTION – D

Answer any **TWO** questions, not exceeding four pages.

- 32. Describe in detail the different types of tourist guides.
- 33. Discuss the various phases of escorting a tour.
- 34. Comment in detail the themes of interpretation.
- 35. Describe the role of language and diction in professional guiding.

 $(2 \times 15 = 30 \text{ Marks})$