



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Second Semester B.Voc. Degree Examination, June 2015

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. Domestic Tourism
3. Naturalist
4. MICE
5. Receptive operator
6. Effective communication
7. Tour commentaries
8. Barrier free Tourism
9. Paraphrasing
10. Coach tours

(10 x 1 = 10 Marks)

SECTION – B

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

11. Explain the major purposes of travel.
12. What are the types of information provided by guides to tourists ?
13. Which are the steps to handle enquiries by guides ?
14. Explain the role of a tour manager on tour escort.

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15. Who is a shore excursion manager ? What are his responsibilities ?
16. Explain the essential qualities of a tour guide.
17. Write the main characteristics of a good presentation by a guide.
18. Differentiate between escorted, non – escorted and hosted tours.
19. How will you keep a tour commentary interesting ?
20. Write a note on the major threats of tour guiding.
21. Mention the sources of income for a tour guide.
22. Briefly discuss what you mean by special interest tours.

(8 x 2 = 16 Marks)

SECTION – C

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

23. How will a tour guide handle customer complaints ?
24. You are a tour guide. Explain how you will deal with difficult tourists.
25. How will you respond to tourist with special needs ?
26. Explain the seven sins of a tour guide.
27. What are the steps to be considered while planning a guided walking tour ?
28. As a tour guide, how will you keep your tourists always interested ?
29. Mention the major legal requirements in tour guiding operations.
30. Write a note on how a guide acts on situations of emergency with examples.
31. What are the expectations of tourists on guides ?

(6 x 4 = 24 Marks)

SECTION – D

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

32. Describe in detail the different types of tourist guides.
33. Explain the major guiding techniques needed for a professional guide.
34. Discuss the various phases of escorting a tour.
35. You are a tour guide escorting a group to major destinations in Thiruvananthapuram. Prepare a one day itinerary and short commentary notes on major attractions here.

(2 x 15 = 30 Marks)
