

CBSE – DEPARTMENT OF SKILL EDUCATION

TOURISM (SUBJECT CODE 806)

Sample Question Paper

Class XII (Session 2019–2020)

Time: 3 Hours

Max. Marks: 60

General Instructions:

- This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*
- Part A: Employability Skills (10 Marks)**
 - Answer any 4 questions out of the given 6 questions of 1 mark each.*
 - Answer any 3 questions out of the given 5 questions of 2 marks each.*
- Part B: Subject Skills (40 Marks):**
 - Answer any 10 questions out of the given 12 questions of 1 mark each.*
 - Answer any 5 questions from the given 7 questions of 2 marks each.*
 - Answer any 5 questions from the given 7 questions of 3 marks each.*
 - Answer any 3 questions from the given 5 questions of 5 marks each.*
- This question paper contains 42 questions out of which 30 questions are to be answered.*
- All questions of a particular part/section must be attempted in the correct order.*
- The maximum time allowed is 3 hrs.*

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1.	Listening is _____ Process. a. Active b. Passive c. Both the above	(1)
2.	Which of the following are the sources of motivation and inspiration _____ a. Music b. Books c. Both of the above	(1)
3.	Dreaming big is a journey not a destination a. True b. False	(1)
4.	Which of the following is not advantages of the spreadsheet? a. Built-in function makes calculations easier, faster, and more accurate. b. Large volumes of data cannot be manipulated. c. Data can be exported to or from other software.	(1)
5.	Entrepreneurship is a process of _____ a. Developing business plans b. Launching and running business using innovation.	(1)

	c. Both of the above.	
6.	Green jobs are required to plan_____ a. Destination management b. Destination manager, Trainer c. Both of the above.	(1)

Answer any 3 questions out of the given 5 questions of 2 marks each:

7.	Describe active listening?	(2)
8.	Why self motivation is important?	(2)
9.	Write the few components of Open Office Impress Window?	(2)
10.	What are the key Problems an Entrepreneur may face while running a business?	(2)
11.	What is the role of Green Job in Toxin free House?	(2)

PART B: SUBJECT SKILLS (50 MARKS)

Answer any 10 questions out of the given 12 questions:

12.	Expand the term TAAI.	(1)
13.	Who is known as the father of Travel Agency Business?	(1)
14.	Write two examples of Air transport?	(1)
15.	Write the full form of NHAI.	(1)
16.	Itinerary is also known as _____ 1. Tour Plan 2. Tour Product 3. Travel facilities 4. Tour services	(1)
17.	GIT Stands for Group Inclusive tour. (Correct/ Incorrect).	(1)
18.	A tour accompanied by qualified, trained and experienced tour managers or guides is called _____	(1)

19.	Identify the correct form of EP. a. European Plan b. English Plan c. Enemy Plan	(1)
20.	What is Rack Rate Pricing?	(1)
21.	Accommodation is the cost component of package tour.(True/False)	(1)
22.	Extend the term IATO.	(1)
23.	CRS stands for _____ a. Computer Reservation system b. Customer Reservation system c. Consumer Reservation system d. Computer Reservation software	(1)

Answer any 5 questions out of the given 7 questions of 2 marks each:

24.	Write the meaning of travel business.	(2)
25.	What are the elements of a travel agent?	(2)
26.	Explain LCC. With suitable example.	
27.	Explain the term FIT.	(2)
28.	Discuss the concept of Ground Handling service .	(2)
29.	Write the meaning of costing. List down various types of the same	(2)
30.	What are the benefits of professional bodies for tourism industry?	(2)

Answer any 5 questions out of the given 7 questions of 3 marks each:

31.	Discuss the functions of travel agency.	(3)
32.	Define Travel Agents.	(3)
33.	What are the pre-requirements for Itinerary Preparation?	(3)
34.	Explain the types of Tour Itinerary.	(3)
35.	List out the cost components of package tour.	(3)
36.	Explain NTO.	(3)
37.	Discuss Global distribution system.	

Answer any 3 questions out of the given 5 questions of 5 marks each:

38.	What are the basis for the classification of tour operators?	(5)
39.	Explain the different types of cruise lines.	(5)
40.	Explain the components of package tours.	(5)

41.	Discuss the pricing strategies in tour packages.	(5)
42.	What is the procedure for establishing travel agency/tour operations as per the rules of IATA in India?	