

CBSE | DEPARTMENT OF SKILL EDUCATION

TOURISM (SUBJECT CODE-806)

CLASS XII (SESSION 2021-2022) BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 1½ Hours

Max. Marks: 30

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-IV	2
2	Self-Management Skills-IV	2
3	Information and Communication Technology Skills-IV	2
TOTAL QUESTIONS		6 Questions
NO. OF QUESTIONS TO BE ANSWERED		Any 5 Questions
TOTAL MARKS		1 x 5 = 5 marks

PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Introduction to Travel and Tour Operations Business	8
2	Operations of Travel Agency	8
3	Transport Network	8
4	Itinerary Planning	8
TOTAL QUESTIONS		32 Questions
NO. OF QUESTIONS TO BE ANSWERED		25 Questions
TOTAL MARKS		1 x 25 = 25 MARKS

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Max. Time Allowed: 1½ Hours

Max. Marks: 30

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 20 marks and has 25 questions on Subject specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills

(1 x 5 = 5 marks)

1.	Which of the following is NOT a benefit of active listening? a) It helps us to build connections b) It helps us to build trust c) It helps us to identify and solve problems d) It helps us to hear properly	1
2.	Arrange the steps of active listening in proper order 1. Contact 2. Absorb 3) Reflective feedback 4) Confirm a) 1234 b) 4321 c) 2143 d) 1324	1
3.	Identify the personality disorder that is characterized by extreme perfectionism, order and neatness a) Antisocial b) Avoidant c) Obsessive d) Dependent	1

4.	High expectations from self can leave one with chronic anxiety and stress this leading to _____ stress. a) Physical b) Emotional c) Mental d) Financial	1
5.	Which bar is located below the Title Bar? a) Menu bar b) Standard bar c) Formula bar d) Formatting bar	1
6.	Extension of an OpenOffice Calc file is _____ a) .doc b) .odx c) .ODP d) .odc	1

SECTION B

Answer any 20 questions out of the given 25 questions

(1 x 20 = 20 marks)

7.	Who is known as the Father of Travel Agency Business? a) Jeena & Co. b) American Express c) Thomas Cook d) Cox and Kings	1
8.	The first World's international tour was from ____ a) England to Africa b) England to America c) England to France d) England to Paris	1
9.	Companies that deal only with business travel are called _____ a) Business Travel Houses b) Trading companies c) Travel agencies d) Budget Travel Houses	1
10.	Which type of tours was introduced by Thomas cook? a) inclusive b) Specialty c) group d) exclusive	1

11.	Which of the following is popularly known as handling agencies whose main function is to organize tour arrangements for incoming tourists on behalf of overseas operators. a) Domestic tour operators b) Inbound travel operators c) Outbound travel operators d) Destination management companies	1
12.	Which of the following is NOT a component of Travel Business? a) hospitality b) transportation c) airlines d) staffing	1
13.	_____ are also known as incoming tour operators. a) Inbound Tour Operators b) Outbound Tour Operators c) Domestic Tour Operators d) Ground Operators	1
14.	_____ is a company that buys certain services from different companies (like hotels, restaurants, cafes, beauty salons) and forms a single tourist product out of them using its own pricing system. a) tour operator b) retailer c) Supplier d) manufactures	1
15.	CRS stands for _____. a) Computerized Revised system b) Computerized Renewable system c) Computerized Reservation system d) Computerized Research system	1
16.	Identify the concept in which customers choose their holiday from brochures on racks and the book it from a counter. a) Holiday Supermarket concept b) Thomson Holiday concept c) British Supermarket concept d) American Holiday concept	1
17.	Expedia & Orbitz are the examples of a) Travel Websites b) Travel Agencies c) Retailer d) Suppliers	1

18.	The main source of revenue for a travel agency is the _____ received from the vendors a) wages b) commission c) salary d) profit	1
19.	The transportation of goods under a single contract performed with atleast two different modes of transport called _____ a) Multimodal Transportation b) International Transportation C) Maritime Transportation d) Flexible transportation	1
20.	Big cruisers are like _____ where guests can enjoy luxury and entertainment while moving towards their multiple destinations. a) Floating Resorts b) Island resorts c) Luxury resorts d) River resorts	1
21.	The headquarters of IWAI is located in a) Delhi b) Haryana c) Uttar Pradesh d) Madhya Pradesh	1
22.	What is the transportation called where tourists travel in groups? (a) Major Transportation (b) Controlled Transportation (c) Independent Transportation (d) Mass Transportation	1
23.	'Lorry' is the term used for __ a) Truck b) car c) Ship d) Train	1
24.	India has an extreme network of inland waterways in the form of rivers, canals, backwaters and _____ a) creeks b) Treeks c) oceans d) mountains	1

25.	<p>Aircraft capable of crossing the oceans and linking together the continents are known as _____</p> <p>a) Long range aircrafts b) Medium range aircrafts c) Short range aircrafts d) Air cargo</p>	1
26.	<p>LCC stands for ___</p> <p>a) Low-Cost Carrier b) Large-Cost Carrier c) Long-Cost Carrier d) Lavish-Cost Carrier</p>	1
27.	<p>The support services in Tourism are termed as _____</p> <p>a) Ancillary services b) Primary services c) Secondary services d) Tourism services</p>	1
28.	<p>The itinerary that includes pickup points, turn around points, route map sightseeing points and schedule etc is called</p> <p>a) Vendor's Itinerary b) Bus driver Itinerary c) Tour Manager's Itinerary d) Tour Escort Itinerary</p>	1
29.	<p>_____ is a key component of staying organized and being able to maximize your vacation time.</p> <p>a) Travel Itinerary b) Accommodation c) Hospitality d) Travel guidebooks</p>	1
30.	<p>Which statement is incorrect in terms of GIT</p> <p>a) the tourists travel in groups b) they are always prepaid c) the importance is given to individual tourist d) tourists feel more secure in groups</p>	1

31.	<p>The itinerary that provides a narrative of the planned activities & destinations visited also used for marketing purposes</p> <p>a) Descriptive b) Skeletal c) Technical d) Partial</p>	1
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SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	<p>Which of the following statement is false?</p> <p>(a) An itinerary is the combination of the different components of tourism (b) An itinerary is developed to perform the sales process (c) An itinerary is the commoditization of a tour (d) An itinerary includes only activities</p>	1
33.	<p>Continuing your journey in the northern part of India, you visit a city which is a Union territory and is also the capital of two Indian states. Which is this city?</p> <p>a) Chandigarh b) Amritsar c) Noida d) Shimla</p>	1
34.	<p>In Tourism and hospitality parlance, the abbreviation PAX refers to</p> <p>a) Airport Transfers b) Travel passengers/guests c) Hotel expenses d) Per plate charges</p>	1
35.	<p>Employees who work at airport for booking, reservations, weighing and checking luggage and issuing tickets are known as _____</p> <p>a) Traffic Assistants b) Airport Agents c) Ground Staff d) Airport Assistant</p>	1
36.	<p>Assertion (A) The level of tourism interest and activity in a specific area often depends on a combination of both physical and human geography that come together making certain locations more attractive than others. Reason (R) Climate influences the level and type of tourism activity.</p> <p>a) Both (A) and (R) are true b) Both (A) and (R) are true, but (R) is not the correct explanation. c) (A) is true, but (R) is false d) (A) is false, but (R) is true</p>	1

<p>37.</p>	<p>The biggest advantage that India has from the perspective of tourism is its diversity. Very few countries in the world have this eclectic fusion of the traditional and the modern, the historical and the contemporary, the mountains and the seas, the deserts and the forests, and the different religions and communities. Yet, India received only 2.4 million (approx.) foreign tourists in 2001. By contrast, Switzerland received close to six million tourists and Spain more than 13 million. To check this gross imbalance and exploit the untapped potential of India as a destination for international tourists, the Government launched the 'Incredible India' campaign and formulated the National Tourism Policy in 2002.</p> <p>On the basis of above text, The Incredible India' campaign Aimed to_____</p> <p>a) to increase tourist inflow in India by promoting India as an attractive destination. b) to increase the opportunities in hospitality sector c) to promote sustainable tourism d) to have economic supports from hotels</p>	<p>1</p>
<p>38.</p>	<p>The COVID-19 pandemic has caused significant disruptions in the global economy. By the end of the first quarter of 2020, the COVID-19 pandemic had brought international travel to an abrupt halt and significantly impacted the tourism industry. For many developed and developing countries, the tourism sector is a major source of employment, government revenue and foreign exchange earnings. Without this vital lifeline, many countries may experience a dramatic contraction in GDP and a rise in unemployment. Using a computable general equilibrium model (GTAP), we assess the implications of the COVID-19 crisis on the tourism sector. Depending on the duration of the global lockdown, the paper estimates the direct and indirect costs of the shutdown for 65 individual countries and regions and 65 sectors, covering the global economy. In some countries, unemployment could rise by more than 20 percentage points and some sectors could nearly be wiped out if the duration of the tourism standstill is up to one year. Further the paper puts forward policy recommendations for governments to avert the worst effects and facilitate recovery.</p> <p>On the basis of above article Tourism sector generates a number of _____ opportunities and also a good supporter of _____ .</p> <p>a) revenue, economy b) international, earnings c) unemployment, development d) employment, GDP</p>	<p>1</p>