

CBSE | DEPARTMENT OF SKILL EDUCATION

TOURISM (SUBJECT CODE 806)

Blue-print for Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills-IV	1	1	2
2	Self-Management Skills-IV	2	1	3
3	Information and Communication Technology Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1.	Unit 1: Introduction to Travel & Tour Operations Business	4		1	1	6
2.	Unit 2: Operations of Travel Agency	4	1			5
3.	Unit 3: Transport Network	3	1	1		5
4.	Unit 4: Itinerary Planning	2	1		1	4
5.	Unit 5: Tour Packaging & Programming	4	1		1	6
6.	Unit 6: Package Tour Costing	5			1	6
7.	Unit 7: Government and Professional Bodies	5	1		1	7
8.	Unit 8: Global Distribution System	5		1		6
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	Which one of the following is not a Kind of Sentence? (a) Declarative (b) Interrogative (c) Interjective (d) Exclamatory	1
ii.	Which one of the following is not a source of motivation and inspiration? (a) Pessimism (b) Dreaming Big (c) Music (d) Books	1
iii.	Name the condition in which people have an inflated sense of their own importance, a deep need for excessive attention and admiration and lack of empathy. (a) Paranoid (b) Dependent (c) Obsessive (d) Narcissistic	1
iv.	Name the bar that contains icons (buttons) to provide quick access to commands such as New, Open, Print, Copy and Paste etc. (a) Menu bar (b) Standard bar (c) Title bar (d) Formatting bar	1
v.	Which one of the following is not a barrier to becoming an Entrepreneur? (a) Shortage of funds and resources (b) Fear of Failure (c) Persistence (d) Aversion to Risk	1
vi.	The process of collecting the rain water and reusing same in buildings is called _____ (a) Waste Water Treatment (b) Water Recycling (c) Rain Water Harvesting (d) Water Auditing	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	The _____ marks the 250th anniversary of Cox & Kings, the longest established travel company in the world. (a) 2000 (b) 2008 (c) 2012	1

	(d) 2006	
ii.	'Travel Corporation of India Ltd.' (TCI) was established in _____ (a) 1961 (b) 1951 (c) 1941 (d) 1981	1
iii.	In 1920, _____ was the first Indian travel agency organized group tours abroad and in India for Indian travelers. (a) Lee and Muirhead India Pvt. Ltd. (b) N. Jamnadas and Co. Ltd. (c) SITA (d) Jeena and Co.	1
iv.	Which one of the following is not a part of the Chain of Distribution in the travel and Tourism business? (a) Retailers (b) Workers (c) Wholesalers (d) Consumers	1
v.	Thomas Cook first organized a package trip by rail in the. (a) 1860s (b) 1890s (c) 1840s (d) 1850s	1
vi.	A fixed percentage of the main element of the price is paid to the agent as a _____. (a) Commission (b) Tax (c) Fare (d) Fee	1
vii.	Which of the following is not one of the three different types of agencies in the UK? (a) Independent (b) Individual (c) Multiples (d) Maniples	1

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	Which of the following is not one of the four different types of agencies in the United States? (a) Mega (b) Regional (c) Multiples (d) Consortium	1
ii.	_____ is the third largest cruise line in the world behind companies	1

	such as Carnival Corporation and Royal Caribbean Cruises. (a) Star Cruises (b) Princess Cruises (c) Norwegian Cruise Line (d) Celebrity Cruises	
iii.	Star Cruise's first ships were two cruise ferries acquired from the _____ estate of Swedish Rederi AB Slite. (a) Abandoned (b) Renowned (c) Bankrupted (d) Famous	1
iv.	What is the transportation called where tourists travel in groups? (a) Major Transportation (b) Controlled Transportation (c) Independent Transportation (d) Mass Transportation	1
v.	Which of the following is not one of the three types of itineraries? (a) Skeletal (b) Detailed (c) Technical (d) Descriptive	1
vi.	An itinerary is developed to perform the _____. (a) Sales process (b) Documentation process (c) Familiarization process (d) Booking process	1
vii.	Which of the following statement is false? (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	

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Which of the following is not one of the classifications of Package Tours? (a) Incentivized (b) Escorted (c) Hosted (d) Individual	1
ii.	Accommodation is an important component of package tour and it constitutes almost _____ of package. (a) Half (b) One Fourth (c) One Third (d) One sixth	1

iii.	The elements of a package tour determine the _____ of package tour in the travel market. (a) Sale (b) Validity (c) Authenticity (d) Promotion	1
iv.	Cost is defined as the _____ for acquiring the various components of services from the hotel, resort, transporter, etc. for the tailor-made or ready-made packages. (a) Total energy (b) Total time (c) Total expenditures (d) Total man power	1
v.	A tour operator can make a profit of around _____ per cent on each sale of the package tour that includes the commission or override from the principal service providers. (a) 9 (b) 10 (c) 12 (d) 15	1
vi.	Packaging tours is an innovative business concept that was first introduced in the mid of century. (a) Sixteenth (b) Eighteenth (c) Nineteenth (d) Twentieth	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Under direct cost the component of Agent commission takes up _____ percent of the Tour cost. (a) 15 (b) 12 (c) 10 (d) 7	1
ii.	Under indirect cost the component of Marketing and Sales Promotion takes up _____ percent of the Tour cost. (a) 5 (b) 12 (c) 8 (d) 10	1
iii.	Which one of the following professional bodies is the world's largest association of travel professionals? (a) UFTAA (b) PATA	1

	(c) ASTA (d) IATA	
iv.	Which of the following professional body is the national apex body of the tourism industry in India? (a) IATO (b) TAAI (c) TAFI (d) PATA	1
v.	Which two organization's approval is most important for setting up Travel Agency & Tour Operator business? (a) IATO & IATA (b) DOT & TAAI (c) DOT & IATA (d) IATA & TAAI	1
vi.	Which one of the following is not a significant benefit of effective integration? (a) Shared Objectives (b) Duplication of Activities (c) Improved Communication (d) Coordinated Research	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Which of the following professional body was formed towards the end of the year 1951 by a group of twelve leading travel agents? (a) UFTAA (b) AITO (c) ATOAI (d) TAAI	1
ii.	SABRE was launched in _____ (a) 1954 (b) 1964 (c) 1972 (d) 1982	1
iii.	SABRE stands for _____ (a) Semi-Automatic Business Related Environment (b) Semi-Automatic Business Response Environment (c) Semi-Automatic Best Research Environment (d) Semi-Automatic Business Research Environment	1
iv.	Which was the first company to develop a real-time computerized reservation system? (a) Emirates Airlines (b) American Airlines (c) United Airlines (d) British Airways	1
v.	Which one of the following is not a public interface to GDS? (a) GDS-based online travel agencies	1

	(b) Airline Websites (c) Opaque Sites (d) Transparent Sites	
vi.	Which one of the following is not a major GDS system? (a) World span (b) Amadeus (c) Galileo (d) Delta	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q. 7	What are the four steps to Active Listening?	2
Q. 8	Why is self-motivation important?	2
Q. 9	How can you protect your spreadsheet with a password?	2
Q. 10	Enlist any four benefits of entrepreneurial competencies	2
Q. 11	How can you reduce greenhouse gas emission?	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q. 12	Who is an Agent?	2
Q. 13	What is a Cruise?	2
Q. 14	Enlist any four prerequisites of itinerary preparation.	2
Q. 15	Explain the two types of Costs?	2
Q. 16	Write the full form of any two of the following Professional Bodies. 1) UFTAA 2) ASTA 3) IATO 4) FIYTO	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q. 17	Differentiate between Travel Agencies and Tour Operators.	3
Q. 18	Explain the linkage between transportation and tourism.	3
Q. 19	What do you mean by GDS?	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q. 20	What is the basis for classification of tour operators?	4
Q. 21	What are the things to be considered while preparing an itinerary?	4
Q. 22	Enumerate the classification of package tours.	4
Q. 23	Explain any four components of Tour Cost.	4
Q. 24	Write a detailed note of any one international professional body.	4