BHHM-11

June - Examination 2016

BHHM - Pt. II Examination

Principles of Hospitality and Tourism

Paper - BHHM-11

Time : 3 Hours]   **[Max. Marks :- 100**

Note: The question paper is divided into three sections A, B and C. Write answers as per given instructions.

Section - A $10 \times 2 = 20$
(Very Short Answer Questions)

Note: Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum upto 30 words. Each question carries 2 marks.

1)   (i)   What do you mean by tourism policy?

    (ii)   Give name of any two airlines with their code.

    (iii) Write any two objectives of WTO.

    (iv) What do you understand by CRS?

    (v)   What is behavioural approach of management?

    (vi) What is MBO?

    (vii) What are organizational charts?

    (viii) Name any two theories of motivation.

    (ix) Explain the concept of controlling.

    (x)   Explain the principle of division of labour.

Section - B $4 \times 10 = 40$

(Short Answer Questions)

Note: Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 10 marks.

2) Describe the various types of tourism.

3) Write a short note on National Action Plan on Tourism, 1992.

4) Explain the levels and type of tourism planning.

5) PATA is a dedicated for tourism development in Asia pacific region. Highlight the functions of PATA.

6) Discuss Global Distribution System in short.

7) Discuss the major components of tickets and explain the types of tickets.

8) Discuss various functions of Management.

9) Explain the tools and techniques of Decision Making.

Section - C $2 \times 20 = 40$

(Long Answer Questions)

Note: Answer **any two** questions. You have to delimit your each answer maximum upto 500 words. Each question carries 20 marks.

10) Discuss the role of world tourism organization in promoting tourism.

11) Explain various travel agency operations in detail.

12) Discuss the concepts of POSDCORB in management.

13) What is organizational structure? Discuss major factors affecting organizational structure.

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