

National Testing Agency

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Tourism and Hospitality Services Management

Group Number : 1
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Tourism and Hospitality Services Management

Section Id : 90958265
Section Number : 1
Section type : Online
Mandatory or Optional: Mandatory
Number of Questions: 100
Number of Questions to be attempted: 100
Section Marks: 100
Display Number Panel: Yes
Group All Questions: No

Sub-Section Number: 1
Sub-Section Id: 90958272
Question Shuffling Allowed : Yes

Question Number : 1 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is not a dimension of TOURQUAL?

- (a) Accessibility
- (b) Eco system & environment
- (c) Quality of trip experience
- (d) Scenic beauty of destination

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 2 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

To design an effective value chain for the tourism industry it is essential to ensure:

- (a) Focus on continuous improvement of quality of services by integrating the offers and operations of private and public vendors
- (b) Quantify services and device measurable instruments to measure the impact of such services
- (c) Both A & B
- (d) Neither A nor B

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 3 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The post-trip behavioural pattern of tourists is determined by their.....

- (a) Perception of their trip experience
- (b) Expectations from the trip
- (c) Attributes of the destination
- (d) Comparison between perception of their trip experience and expectations from the trip

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 4 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which Five Year Plan agreed in principle to accord tourism the status of industry?

- (a) Fourth
- (b) Fifth
- (c) Sixth
- (d) Seventh

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 5 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In which of the following state the Backwaters Circuit exist?

- (a) Tamil Nadu
- (b) Kerala
- (c) Andhra Pradesh
- (d) Goa

Options :

1. A
2. B
3. C
4. D

Question Number : 6 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Swadesh Darshan Scheme was commenced in.....

- (a) 2015-16
- (b) 2016-17
- (c) 2014-15
- (d) 2017-18

Options :

1. A
2. B
3. C
4. D

Question Number : 7 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following attraction is the dividing line between Canada and USA?

- (a) Alaska
- (b) Victoria
- (c) Grand Canyon
- (d) Niagra

Options :

1. A
2. B
3. C
4. D

Question Number : 8 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In which city of USA the famous statue of Liberty is located?

- (a) New York
- (b) New Jersey
- (c) Los Angeles
- (d) Las Vegas

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 9 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The statue of Christ the Redeemer is located in which country?

- (a) Argentina
- (b) Brazil
- (c) Chile
- (d) Peru

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 10 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The word “Cartography” refers to the study of.....

- (a) Designing carts
- (b) Collage making
- (c) Making maps
- (d) Making special interest itinerary

Options :

1. A
2. B
3. C
4. D

Question Number : 11 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The world divisions of IATA is popularly known as

- (a) Traffic Areas
- (b) Traffic Conferences
- (c) Global Indicators
- (d) IATA Areas

Options :

1. A
2. B
3. C
4. D

Question Number : 12 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The WH in the Global Indicator represents travel between

- (a) Europe & North America
- (b) North & South America
- (c) Europe and Africa
- (d) Europe and South America

Options :

1. A
2. B
3. C
4. D

Question Number : 13 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the full form of TFA?

- (a) Trade Facilitation Agreement
- (b) Trade Facilitating Agency
- (c) Trade Fair Agency
- (d) Tax Facilitation Agreement

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 14 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Indian economy falls under which of the following category

- (a) Capitalist economy
- (b) Socialist economy
- (c) Mixed economy
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 15 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

GST stands for _____

- (a) General Service Tax
- (b) Goods and Services Tax
- (c) Goods and Sales Tax
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 16 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The organization of Housekeeping department is an example of—

- (a) Functional organization
- (b) Line organization
- (c) Matrix organization
- (d) Line and staff organization

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 17 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Dustette is a type of—

- (a) Cleaning agent
- (b) Polish
- (c) Vacuum cleaner
- (d) Laundry aids

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 18 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Cleaning agent Taski R3 is used for—

- (a) Glass cleaning
- (b) WC bowl cleaning
- (c) Floor cleaning
- (d) Metal cleaning

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 19 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In soap making/manufacturing process—

- (a) Fats and oils treated with acid
- (b) Fats and minerals treated with alkali
- (c) Water and minerals treated with acid
- (d) Fats and oils treated with alkali

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 20 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ Statistics represent the total number of individual tourist arrivals to a country as a key measurement of demand?

- (a) Value
- (b) Volume
- (c) Profile
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 21 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Total number of persons actually travelling or wish to travel to a particular destination, and avail tourist facilities/amenities and services define tourism demand from the _____perspective:

- (a) Economic
- (b) Psychological
- (c) Geographic
- (d) Political

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 22 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

De facto tourists represent:

- (a) Actual demand
- (b) Suppressed demand
- (c) Deferred demand
- (d) No Demand

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 23 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Research is useful for which of the following area?

- (a) Developing Concepts & Theories
- (b) To solve real life problem
- (c) Inventing new products
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 24 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The group of individuals from whom one need to collect data for the study is called -----

- (a) Sample
- (b) Universe/Population
- (c) Respondent
- (d) Variables

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 25 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

One of the most important features of a good research study is -----

- (a) Reliability and Replicable
- (b) Structured and Systematic Study
- (c) Unbiased
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 26 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The activity of residents of a given country travelling to and staying in places inside their residential country, but outside their usual environment for leisure, business or other purposes is known as

- (a) International tourism
- (b) Domestic Tourism
- (c) Continental tourism
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 27 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

An adrenaline filled adventure activity involving individual to jump from a height with a rope tied to the feet or ankles, normally executed from very high physical objects is

- (a) Trekking
- (b) Snorkelling
- (c) Bungee Jumping
- (d) White water rafting

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 28 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is water based adventure activity?

- (a) Trekking
- (b) Snorkelling
- (c) Mountaineering
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 29 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The doors of the Taj Mahal Mumbai were opened for the guests on:

- (a) 28th December, 1903
- (b) 19th December, 1903
- (c) 16th December, 1903
- (d) 12th December, 1903

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 30 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In which country the Taj Exotica which operates a coral restoration programme is located?

- (a) Thailand
- (b) Maldives
- (c) Hongkong
- (d) Indonesia

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 31 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The name of the Spa in Taj properties is called.....

- (a) Ananda Spa
- (b) Sereno Spa
- (c) Jiva Spa
- (d) Niraamaya Spa

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 32 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In revenue management hotel rooms at a very low rate are made available in very small number to a group of rate sensitive consumers. After this the higher rates are made available to the market in instalments. This strategy results in the realization of comparatively higher revenue than if the rooms were made available at a fixed rate. This strategy is better known as:

- (a) Market disruption
- (b) Market segmentation
- (c) Market skimming
- (d) Target marketing

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 33 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The hotels which practice revenue management, there are quota of reservations at different ‘predefined rates’. There is one exception to this rule, and that rate which is exclusive to this rule is known as:

- (a) Optimum rate
- (b) Profitable rate
- (c) Rack rate
- (d) Yield management rate

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 34 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The variable or additional cost of selling a product such as a room, that is incurred only if the room is sold, also called cost per occupied room is known as:

- (a) Occupied room cost
- (b) Additional cost
- (c) Extra cost
- (d) Marginal cost

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 35 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The daily dietary requirement for a person depends on the Climate of the place, gender, Age, body built and:

- (a) Taste of the food
- (b) Level of activity that a person undertakes
- (c) Level of spices one likes in his food
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 36 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

One of the following factors does not affect the choice of items in a catering menu:

- (a) Cost of the raw material used
- (b) Season of the year
- (c) Preference of the diners
- (d) Star categorization of the caterer

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 37 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A few amino acids, which are the building blocks for the proteins, cannot be manufactured in the body from other compounds present in the diet. Such amino acids are called as:

- (a) Readymade amino acids
- (b) Essential amino acids
- (c) Necessary amino acids
- (d) Primary amino acids

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 38 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following industries do not belong to the service industry?

- (a) Hospitality, Travel and Leisure
- (b) Banking, Insurance and Financial Services
- (c) FMCG manufacturing
- (d) Healthcare

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 39 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which one of the following is not a characteristic of service industry?

- (a) Tangibility
- (b) Inseparability
- (c) Perishability
- (d) No ownership

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 40 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Ginger Hotels are an example of the following Market Segmentation

- (a) Luxury Hotels
- (b) Upper Upscale Hotels
- (c) Mid scale hotels
- (d) Heritage hotels

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 41 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Section in the bakery department that prepares sweet goods such as cakes and pastries is known as.....

- (a) Patisserie
- (b) Chocolatier
- (c) Patissier
- (d) Boulanger

Options :

- 1. A

2. B
3. C
4. D

Question Number : 42 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A mixture of dry and wet ingredients to form a viscous product is called

- (a) Dough
- (b) Batter
- (c) Cream
- (d) Sauce

Options :

1. A
2. B
3. C
4. D

Question Number : 43 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Baking of a tart without any filling is called

- (a) Empty tart
- (b) Blind baking
- (c) Short bake
- (d) Null baking

Options :

1. A
2. B
3. C
4. D

Question Number : 44 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A term used for fruits or vegetables that have been steeped in saturated sugar syrup and then served dried

- (a) Candied
- (b) Macerate
- (c) Steep
- (d) Marinate

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 45 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Piped laces with icings such as royal icing and is used for decoration purposes such as wedding cakes called.....

- (a) Lacing
- (b) Icing
- (c) Threading
- (d) Filigree

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 46 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What happens to a protein with application of heat?

- (a) Coagulates
- (b) Syneresis
- (c) Weeps
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 47 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the significance of Piprahwa (Kapilavastu) in Buddhist religion?

- (a) Birth place of Lord Buddha
- (b) Royal capital of Sakya Dynasty
- (c) Associated with the missionary life of Lord Buddha
- (d) Buddha Preached his first sermon

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 48 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who was the first ruler started the mission of erecting pillars for propagating the message of truth and non violence at the places associated with the life of Lord Buddha?

- (a) Harshvardhan
- (b) Ashoka
- (c) Bimbsar
- (d) Ajatshatru

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 49 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

With which of the following Buddhist Site Sujata Temple is associated?

- (a) Bodhgaya
- (b) Vaishali
- (c) Rajgir
- (d) Nalanda

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 50 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following factor(s) influence tourism pricing?

- (a) Seasonality
- (b) Exchange rates
- (c) Competition
- (d) All the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 51 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Competition based pricing is.....

- (a) Market based pricing
- (b) Going rate pricing
- (c) Both the A and B
- (d) None of A and B

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 52 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Economy pricing is.....

- (a) High quality low pricing strategy
- (b) High quality high pricing strategy
- (c) Low quality low pricing strategy
- (d) Low quality high pricing strategy

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 53 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Tourism products are.....

- (a) Tourist centric
- (b) Create tourism experiences
- (c) Combination of goods and services
- (d) All the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 54 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Tourism product components according to Medlik (1973)

are.....

- (a) Destination attractions and facilities
- (b) Accessibility
- (c) Images and prices
- (d) All the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 55 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

UNWTO and UNESCO provide guidelines for.....

- (a) Local level tourism development
- (b) International level tourism development
- (c) National level tourism development
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 56 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the full form of USP?

- (a) Unique Sales Proposition
- (b) Unique Segmentation Proposition
- (c) Unique Selling Proposition
- (d) Unique Sailing Proposition

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 57 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is not a brand personality identified by Aaker?

- (a) Competence
- (b) Sincerity
- (c) Ruggedness
- (d) Romanticism

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 58 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is not an element in the 4Es concept?

- (a) Emotion
- (b) Exclusivity
- (c) Entertainment
- (d) Engagement

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 59 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In which of the following two decades the international tourism recorded its highest growth rate both in arrivals and receipts?

- (a) During the periods 1960-80
- (b) During the periods 1970-90
- (c) During the periods 1980-2000
- (d) During the periods 1990-2010

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 60 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which region of the world has experienced fluctuating growth of tourism over the last three decades?

- (a) East Asia and Pacific
- (b) Europe
- (c) Middle East
- (d) Americas

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 61 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following four countries occupied top rankings in international tourists' arrivals in 2015?

- (a) France, the United States, Italy and China
- (b) France, the United States, Spain and China
- (c) France, the United States, Spain and Italy
- (d) France, the United States, Spain and United Kingdom

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 62 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Asset and Facilities services are provided by which service industry?

- (a) Hospitality
- (b) Entertainment
- (c) Management
- (d) Finance

Options :

1. A
2. B
3. C
4. D

Question Number : 63 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In which five year plan Tourism sector came in limelight and got importance by the Govt. of India?

- (a) 5th
- (b) 6th
- (c) 7th
- (d) 8th

Options :

1. A
2. B
3. C
4. D

Question Number : 64 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Where was the first international conference on Responsible Tourism in destinations held?

- (a) Johannesburg
- (b) Nairobi
- (c) Cairo
- (d) Cape Town

Options :

1. A
2. B
3. C
4. D

Question Number : 65 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which Indian state has bagged the Best in Responsible Tourism in the World Gold Award in the World Travel Mart (WTM) held in London in 2018?

- (a) Himachal Pradesh
- (b) Kerala
- (c) Manipur
- (d) Karnataka

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 66 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When was the Cape Town declaration on Responsible Tourism signed?

- (a) 2000
- (b) 2002
- (c) 2012
- (d) 2010

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 67 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The Holiday with Pay Convention was agreed by the ILO in the year?

- (a) 1945
- (b) 1936
- (c) 1950
- (d) 1982

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 68 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Where is the headquarters of International Social Tourism Organization (ISTO) located?

- (a) France
- (b) Spain
- (c) Belgium
- (d) Germany

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 69 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What was UNWTO's theme for World Tourism Day in the year 2015?

- (a) Tourism for all
- (b) Sustainable tourism
- (c) Tourism and the digital transformation
- (d) Tourism and Community Development

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 70 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The last stage of the tourist area lifecycle is.....

- (a) Consolidation
- (b) Development
- (c) Decline or Rejuvenation
- (d) Involvement

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 71 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Where would you place the backpackers on Stanley Plog's Continuum?

- (a) Psycho centric
- (b) Mid centric
- (c) Allocentric
- (d) None of the above

Options :

1. A
2. B
3. C
4. D

Question Number : 72 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to Getz and Hall, which one of the followings is not a part of the five approaches of tourism planning at the destination level?

- (a) Boosterism
- (b) An economic, industry-oriented approach
- (c) A sustainable approach
- (d) A cultural approach

Options :

1. A
2. B
3. C
4. D

Question Number : 73 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

At the time of booking which of the following factor is normally ignored by the guests?

- (a) Room rate & location
- (b) Location
- (c) Hotel safety
- (d) Hotel service and facilities

Options :

1. A
2. B
3. C
4. D

Question Number : 74 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Hotel safety is.....

- (a) Legal requirement
- (b) Optional service
- (c) Required for classified hotels only
- (d) All of these

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 75 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a threat to hotel security?

- (a) Continuous flow of people into hotel
- (b) Outsourced employees
- (c) Lack of safety equipment
- (d) All of these

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 76 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Regular changes in the restaurant industry have been noticed because of.....

- (a) Demographic evolution
- (b) Consumer needs
- (c) Global economic crisis
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 77 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Loss of the restaurant market share can result in.....

- (a) Decrease in number customers
- (b) Smaller profit
- (c) Economic disadvantages
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 78 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Restaurant chains benefit from.....

- (a) Well-timed business decisions
- (b) High menu prices
- (c) Low menu prices
- (d) All of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 79 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The practice of Hospitality business has become professional after.....

- (a) Industrial revolution
- (b) 1857
- (c) First world war
- (d) Second world war

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 80 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Hotel properties normally initiate business strategies for.....

- (a) Staying competitive and ensure growth
- (b) Increase room rate
- (c) Decrease room rate
- (d) None of the above

Options :

1. A
2. B
3. C
4. D

Question Number : 81 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Corporate strategy includes.....

- (a) Helps hotels to stay ahead in a competition
- (b) Is not required for hotels
- (c) Is optional requirement for hotels
- (d) All of the above

Options :

1. A
2. B
3. C
4. D

Question Number : 82 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Consumption of junk food even just for a day or two, results in poor digestion since it lacks.....

- (a) Taste
- (b) Fiber
- (c) Portion size
- (d) Calories

Options :

1. A
2. B
3. C
4. D

Question Number : 83 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which is not an objective of FSSAI?

- (a) To create confidence among all stakeholders of being a friendly, accessible and responsive body
- (b) To ensure establishment of Standards and practices that fully assure consumers interest
- (c) Building capacity of various stakeholders for effective participatory role in food safety
- (d) To promote general awareness about health amongst masses

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 84 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Ingredients must be listed in which order of the food items.....

- (a) Descending order of their weight or volume
- (b) Ascending order of their weight or volume
- (c) Alphabetical order of the names of ingredients
- (d) None of the above

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 85 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Knowing the guest-history helps to.....

- (a) Have a better knowledge of guest expectations
- (b) Helps in delivering a personalised form of service
- (c) None of these
- (d) Both of these

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 86 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A property management system is not used in hotels for.....

- (a) Safety and security of hotel
- (b) Hotel-reservation & room-rate management
- (c) Cashiering & inventory control
- (d) Profit management and report generation

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 87 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Chatbots that can simulate a conversation with a user in natural language through (1. Messaging applications & website, 2. mobile apps, 3. social media, 4. e-mails)

- (a) 1 & 2
- (b) 2 & 3
- (c) 3 & 4
- (d) 4 & 1

Options :

1. A
2. B
3. C
4. D

Question Number : 88 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Figure out the name of the department responsible for left luggage of the guest in hotel.

- (a) Telephones
- (b) Bell Desk
- (c) Concierge
- (d) Business Centre

Options :

1. A
2. B
3. C
4. D

Question Number : 89 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Full form of GRE

- (a) Guest Relative Executive
- (b) Guest Recall Executive
- (c) Guest Relation Employee
- (d) Guest Relation Executive

Options :

1. A
2. B
3. C
4. D

Question Number : 90 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who is a Night Auditor?

- (a) Night Auditor is considered to be the top most authority to handle overall hotel operations
- (b) Night Auditor deals with day to day operations related to rooms, prepares staff duty roaster
- (c) Night Auditor is accountable for the checking and verification of all the transactions carried out during a specific day
- (d) Night Auditor is responsible for the welcoming and handling of VIP guests

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 91 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is variable cost?

- (a) The cost spent by the organization on the development of infrastructure. It includes the cost of construction/renovation of the kitchen or restaurant
- (b) It is considered to be joint cost between two departments
- (c) The amount which is spent in actual for carrying out the activities related to food and beverage production
- (d) Costs that change as the quantity of the good or service that a business produces changes

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 92 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The formula for obtaining an actual food cost accurately is.....

- (a) $(\text{Opening inventory} + \text{Purchases} = \text{Total food available}) - \text{Sales} = \text{Total food cost}$
- (b) $(\text{Stock} + \text{Purchases} = \text{Total food available}) - \text{Closing inventory} = \text{Total food cost}$
- (c) $(\text{Opening inventory} + \text{Closing inventory} = \text{Total food available}) - \text{Purchases} = \text{Total food cost}$
- (d) $(\text{Opening inventory} + \text{Purchases} = \text{Total food available}) - \text{Closing inventory} = \text{Total food cost}$

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 93 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Menu engineering is a tool invented by?

- (a) Nicholas Camp, Oxford University
- (b) Frederick Douglas, Princeton University
- (c) Donald Smith, Washington State University
- (d) Peter Ducker, Washington State University

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 94 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A system that is used to maximize profits in Airline Industry.....

- (a) Revenue Accounting
- (b) Revenue Integrity
- (c) Revenue Management
- (d) Revenue Matriculation

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 95 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Price is one of the Strategic levers of Revenue Management. Please select below which one is another Strategic lever?

- (a) Customer
- (b) Demand
- (c) Duration
- (d) Product

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 96 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the Primary role of Revenue Management staff in Airline Industry?

- (a) Create Demand
- (b) Maximise the Revenue
- (c) Regular Attendance
- (d) Perform the Audit

Options :

- 1. A

2. B
3. C
4. D

Question Number : 97 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What does Forecasting means in Airline Revenue Management?

- (a) Counting the passenger at the airport
- (b) Collecting the weather data
- (c) Anticipate the flight arrival
- (d) Predicting the high/low demand

Options :

1. A
2. B
3. C
4. D

Question Number : 98 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which points have to be considered while opening a new restaurant?

- (a) Kitchen and Service Equipment
- (b) Ingredients
- (c) People
- (d) All of the above

Options :

1. A
2. B
3. C
4. D

Question Number : 99 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Fat Duck-Michelin star restaurant in London is an example of.....

- (a) Independent restaurants
- (b) Chain
- (c) Franchise
- (d) Management contract

Options :

- 1. A
- 2. B
- 3. C
- 4. D

Question Number : 100 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a disadvantage of running Chain Restaurants?

- (a) Access to capital
- (b) Brand recognition
- (c) Commoditized service
- (d) Human resource development

Options :

- 1. A
- 2. B
- 3. C
- 4. D