

National Testing Agency

Question Paper Name :	Management in Tourism 28th August 2021 Shift 1
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Management in Tourism

Group Number :	1
Group Id :	603489191
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Is this Group for Examiner? :	No

Management in Tourism-1

Section Id :	603489275
Section Number :	1
Section type :	Online
Mandatory or Optional :	Mandatory

Number of Questions :	20
Number of Questions to be attempted :	20
Section Marks :	20
Enable Mark as Answered Mark for Review and Clear Response :	Yes
Sub-Section Number :	1
Sub-Section Id :	603489511
Question Shuffling Allowed :	Yes

Question Number : 1 Question Id : 60348914001 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

“The art of getting things done through people”. This description of management was given by:-

1. Henri Fayol
2. Mary Parker Follet
3. George R. Terry
4. Franklin

Options :

60348952939. 1
60348952940. 2
60348952941. 3
60348952942. 4

Question Number : 2 Question Id : 60348914002 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

_____ are responsible for only one activity they perform in the organization

1. Functional Managers
2. General Managers
3. First Level Managers
4. Middle Level Managers

Options :

60348952943. 1

60348952944. 2

60348952945. 3

60348952946. 4

Question Number : 3 Question Id : 60348914003 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

OSI refers to

1. Outstanding Individuals
2. Operating Skills of Individual
3. Opportunity Scanning and Identification
4. Opportunity Scanning and Implementation

Options :

60348952947. 1

60348952948. 2

60348952949. 3

60348952950. 4

Question Number : 4 Question Id : 60348914004 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In SWOT analysis, S stands for

1. Smart
2. Strength
3. Survey
4. Standard

Options :

60348952951. 1

60348952952. 2

60348952953. 3

60348952954. 4

Question Number : 5 Question Id : 60348914005 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A stock exchange is also called

1. Primary market
2. Secondary market
3. Tertiary market
4. None of these

Options :

60348952955. 1

60348952956. 2

60348952957. 3

60348952958. 4

Question Number : 6 Question Id : 60348914006 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Tourism products and services have

1. Perishable nature
2. Imperishable nature
3. Unique nature
4. Same nature

Options :

60348952959. 1

60348952960. 2

60348952961. 3

60348952962. 4

Question Number : 7 Question Id : 60348914007 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is not a component of organization structure

1. Complexity
2. Formalization
3. Centralization
4. De-centralization

Options :

60348952963. 1

60348952964. 2

60348952965. 3

60348952966. 4

Question Number : 8 Question Id : 60348914008 Question Type : MCQ Option Shuffling : No Is

Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

An Organic organizational structure has

1. High complexity
2. High formalization
3. Low complexity
4. Low participation in decision making

Options :

60348952967. 1

60348952968. 2

60348952969. 3

60348952970. 4

Question Number : 9 Question Id : 60348914009 Question Type : MCQ Option Shuffling : No Is

Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Exceptional or unusual problems are dealt with

1. Programme decisions
2. Non-programme decisions
3. Both 1 & 2
4. None of the above

Options :

60348952971. 1

60348952972. 2

60348952973. 3

60348952974. 4

Question Number : 10 Question Id : 60348914010 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Number of subordinates reporting to particular manager is called

1. Span of control
2. Delegation of authority
3. Coordination
4. Limited Control

Options :

60348952975. 1

60348952976. 2

60348952977. 3

60348952978. 4

Question Number : 11 Question Id : 60348914011 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Steering control is also called

1. Pre-action control
2. Preliminary control
3. Post action control
4. Concurrent control

Options :

60348952979. 1

60348952980. 2

60348952981. 3

60348952982. 4

Question Number : 12 Question Id : 60348914012 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The group with which one identifies or to which one would wish to belong is called

1. Primary group
2. Reference group
3. Secondary group
4. Informal group

Options :

60348952983. 1

60348952984. 2

60348952985. 3

60348952986. 4

Question Number : 13 Question Id : 60348914013 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In case of tourism organizations, a flexible budget is desirable because

1. The nature of business & sales are largely unpredictable
2. It is difficult to foresee the demand in case of new ventures
3. The business is subject to nature variations
4. All of these

Options :

60348952987. 1

60348952988. 2

60348952989. 3

60348952990. 4

Question Number : 14 Question Id : 60348914014 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The concept which deals with the determination of the point of time of recognizing the revenue is known as

1. Realisation Concept
2. Accrual Concept
3. Matching Concept
4. Accounting period concept

Options :

60348952991. 1

60348952992. 2

60348952993. 3

60348952994. 4

Question Number : 15 Question Id : 60348914015 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The balance sheet represents the financial status of an enterprise

1. for the given accounting period
2. at end of the financial year
3. at a particular point of time
4. in the middle of the financial year

Options :

60348952995. 1

60348952996. 2

60348952997. 3

60348952998. 4

Question Number : 16 Question Id : 60348914016 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Choose the correct option:

1. Liquid Ratio= Liquid Assets/Current Assets
2. Current Ratio= Current Assets/Current Liabilities
3. Profit= Revenue + Expenses
4. Assets= Liabilities – Owner's equity

Options :

60348952999. 1

60348953000. 2

60348953001. 3

60348953002. 4

Question Number : 17 Question Id : 60348914017 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The level of output where total cost equals total revenues is called

1. Margin
2. Profit
3. Margin of Safety
4. Break-even point

Options :

60348953003. 1

60348953004. 2

60348953005. 3

60348953006. 4

Question Number : 18 Question Id : 60348914018 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is not an aim of menu planning?

1. Meet nutritional needs
2. Ensure maximum sale & increase profit
3. Plan meals within the food cost
4. Simplify purchase, preparation and storage of meals

Options :

60348953007. 1

60348953008. 2

60348953009. 3

60348953010. 4

Question Number : 19 Question Id : 60348914019 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Regulatory authority of airports in India is

1. ICAO
2. IATA
3. AAI
4. TAAI

Options :

60348953011. 1

60348953012. 2

60348953013. 3

60348953014. 4

Question Number : 20 Question Id : 60348914020 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which one of the following is not a part of HRM process?

1. Recruitment
2. Selection
3. Training
4. Sales

Options :

60348953015. 1

60348953016. 2

60348953017. 3

60348953018. 4

Management in Tourism-2

Section Id :	603489276
Section Number :	2
Section type :	Offline
Mandatory or Optional :	Mandatory

Number of Questions :	10
Number of Questions to be attempted :	10
Section Marks :	30
Enable Mark as Answered Mark for Review and Clear Response :	Yes
Sub-Section Number :	1
Sub-Section Id :	603489512
Question Shuffling Allowed :	No

Question Number : 21 Question Id : 60348914021 Question Type : SUBJECTIVE

Correct Marks : 3

What are the various functions of management?

Question Number : 22 Question Id : 60348914022 Question Type : SUBJECTIVE

Correct Marks : 3

What do you understand by SWOT analysis?

Question Number : 23 Question Id : 60348914023 Question Type : SUBJECTIVE

Correct Marks : 3

Differentiate between proprietorship and partnership types of enterprises.

Question Number : 24 Question Id : 60348914024 Question Type : SUBJECTIVE

Correct Marks : 3

What do you understand by span of control and delegation of authority?

Question Number : 25 Question Id : 60348914025 Question Type : SUBJECTIVE

Correct Marks : 3

Mention two factors which are important for effective functioning of a group.

Question Number : 26 Question Id : 60348914026 Question Type : SUBJECTIVE

Correct Marks : 3

Make a short list of some special features of food services in India.

Question Number : 27 Question Id : 60348914027 Question Type : SUBJECTIVE

Correct Marks : 3

Distinguish between fixed and variable costs.

Question Number : 28 Question Id : 60348914028 Question Type : SUBJECTIVE

Correct Marks : 3

How can you reduce the cost of a tour package?

Question Number : 29 Question Id : 60348914029 Question Type : SUBJECTIVE

Correct Marks : 3

Define depreciation.

Question Number : 30 Question Id : 60348914030 Question Type : SUBJECTIVE

Correct Marks : 3

Define a business traveler. Mention three advantages of a business traveler for a destination.

Management in Tourism-3

Section Id : 603489277

Section Number : 3

Section type :	Offline
Mandatory or Optional :	Mandatory
Number of Questions :	7
Number of Questions to be attempted :	5
Section Marks :	50
Enable Mark as Answered Mark for Review and Clear Response :	Yes
Sub-Section Number :	1
Sub-Section Id :	603489513
Question Shuffling Allowed :	No

Question Number : 31 Question Id : 60348914031 Question Type : SUBJECTIVE

Correct Marks : 10

Why should an organization adopt a policy of public relations? Discuss the role of a HR manager.

Question Number : 32 Question Id : 60348914032 Question Type : SUBJECTIVE

Correct Marks : 10

What do you understand by forecasting? How can one do forecasting in transport services?

Question Number : 33 Question Id : 60348914033 Question Type : SUBJECTIVE

Correct Marks : 10

Discuss the importance of planning in airline business. List some important challenges in the airline business.

Question Number : 34 Question Id : 60348914034 Question Type : SUBJECTIVE

Correct Marks : 10

Write a brief note on financial management and its role in the survival of an organisation.

Question Number : 35 Question Id : 60348914035 Question Type : SUBJECTIVE

Correct Marks : 10

How do you perceive the role of computer applications and technology in future tourism operations? Discuss with suitable examples.

Question Number : 36 Question Id : 60348914036 Question Type : SUBJECTIVE

Correct Marks : 10

Define control. Discuss the various types of controls which can be applied in tourism management.

Question Number : 37 Question Id : 60348914037 Question Type : SUBJECTIVE

Correct Marks : 10

What do you understand by an organisation structure? Explain the three components of an organisation structure.