

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BTTM (Sem.-3)
ESSENTIAL OF TOUR GUIDING
Subject Code : BTTM-303-18
M.Code : 76796
Date of Examination : 14-12-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1. Answer briefly :

- a. What are roadblocks in communication?
- b. Describe the process of effective communication.
- c. What is desirable code of conduct for tour guides?
- d. State any one importance of posture in tour guiding.
- e. What personal hygiene factors are important for tour guides?
- f. What are common mistake in tour guiding?
- g. What is importance of punctuality?
- h. What are the components of first aid?
- i. Define fort interpretation.
- j. What are the ways of handling complaints?

SECTION-B

2. How to develop tour guiding skills?
3. What are the basic principles of tour guiding?
4. How to link commentary with what to be seen?
5. Describe the importance of humor in tour guiding.
6. What is the technique to use a microphone in tour commentary?

SECTION-C

7. What are common speaking faults by tour guides?
8. State the concept, history and dimensions of Tour guiding.
9. How should a tour guide deal with tourist arrivals and departures?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.