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Register Number:

Name of the Candidate:

DIPLOMA EXAMINATION, 2010
(AIR HOSTESS TRAINING AND GROUND HANDLING)
(PAPER-III)

130. HOSPITALITY, TRAVEL AND TOURISM

Dec.)

(Time: 3 Hours

Maximum: 80 Marks

Answer any FIVE questions (5×16=80)
All questions carry equal marks

1. Define the word 'Hotel'. Give a suitable explanation about classification of hotels?
2. Explain the procedure for reservation of a hotel room.
3. What are the different types of glassware and cutlery?
4. Define the term menu. Explain any three menus.
5. Explain ticketing and fare construction in detail by giving suitable examples.
6. Explain the various parts of an air ticket and state the procedure to be followed in filling of the flight coupon.
7. In all aspects of dealing with the human factor from receiving the guest till departure of the guest, the need for effective communication is important. Explain.
8. "All tourism activities starts and ends with customer", comment.
9. Give an account of tour operators.
10. Explain the different categories of tours.
