

Mid-West University
Examinations Management Office
Surkhet, Nepal
Final Examination-2078
Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Subject: Tourism Law
Full Marks: 100 Pass Marks: 50

Roll.No.....
Course Code: BTTM 451
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the *best* answers.

1. The formal sources of law are:
 - a. Comparative Law
 - b. Opinions, arguments, writings of legal experts
 - c. None of above
 - d. All of the above
2. The Constitution of Nepal 2015 has provisioned for three tier courts in Nepal to adjudicate the cases:
 - a. Supreme Court, Appellate Court and District Court
 - b. High Court, District Court and Judicial Committee
 - c. Supreme Court, High Court and District Court
 - d. Supreme Court, High Court and Judicial Committee
3. For the incorporation of a company in Nepal, one should follow:
 - a. Company Act 2021
 - b. Company Act 2053
 - c. Company Act 2063
 - d. Company Act 2073
4. As per Nepal Liquor Act, 2031, no person who has not completed the age of years shall sell and distribute liquor:
 - a. Eighteen
 - b. Nineteen
 - c. Twenty
 - d. Twenty-one
5. The duration of the license of travel and trekking agency in Nepal as per the existing law is:
 - a. One year
 - b. Three years
 - c. Five years
 - d. Ten years
6. The tourist/s prior to leaving for travel or trekking shall make the personal accident insurance of the leader of the team for an amount of
 - a. Five Hundred Thousand rupees
 - b. Four Hundred Fifty Thousand rupees
 - c. Three Hundred Fifty Thousand rupees
 - d. Two Hundred Fifty Thousand rupees
7. For the registration of a tourist standard three-star hotel in Nepal, one has to submit an application with a registration fee of amount
 - a. One Thousand Nepali Rupees
 - b. Two Thousand Nepali Rupees
 - c. Three Thousand Nepali Rupees
 - d. Ten Thousand Nepali Rupees

8. For an incorporation of public company in Nepal, according to the Nepali Company Act, 2063, there has to be a minimum of..... promoters:
- a. Seven
 - b. Eleven
 - c. Fifty
 - d. Not Defined
9. Nepal became the member of the World Trade Organization on
- a. December 14, 1955
 - b. April 23, 1995
 - c. April 23, 2004
 - d. September 27, 2004
10. Trade Union is an organized group of workers working for the
- a. Protection and promotion of occupational rights of workers
 - b. Negotiation of labour contracts with employers on behalf of workers
 - c. None of the above
 - d. Both of the above
11. As per the Labour Act 2074 of Nepal, the amount of compensation payable to workers in case total (100 per cent) disability is equivalent to:
- a. The employer is not liable to pay compensation, if the worker is not able to come back to work for more than a year
 - b. Amount equivalent to five years of wage
 - c. Limited to insured amount
 - d. As negotiated between the employer and employee
12. A company controlled by a holding company is:
- a. Holding Company
 - b. Listed Company
 - c. Subsidiary Company
 - d. Limited Liability Company
13. Consumer Protection Law of Nepal mentions that any producer not mentioning the name of the producer, registration number of the industry is punished with
- a. Imprisonment for a term up to 2 years
 - b. Fine up to Nepali Rupees 30,000
 - c. Both of above
 - d. None of above
14. The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism, with its headquarters based in:
- a. Johannesburg, South Africa
 - b. Geneva, Switzerland
 - c. Madrid, Spain
 - d. New York, USA
15. What is the meaning of legal terminology "Summon":
- a. Appear in the court
 - b. Order of the court to appear in the court
 - c. Make an effort to present voluntarily
 - d. Order by the plaintiff to appear in the court

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Course Code: BTTM 451

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. What is Hospitality Law? Why is legal environment important for any tourism business?
2. What are the major elements of a valid contract? Define any three of them.
3. What are the different types of insurable interests? Explain them.
4. Define Adulterated Foodstuff as mentioned in the Food Act 2023
5. What are the rights and duties of a "Liaison Officer"? Write in your own words.
6. Define World Tourism Organization. And how is Nepal benefitting being a party to it?
7. Talk about the safety measures mentioned in Trekking Law in Nepal, in terms of workers used during a trekking.
8. Define how the trade union protects and promotes workers' rights.
9. Why does substantive law and procedural law compliment each other?
10. List out the compensation provisions mentioned in labour law of Nepal as per the Nepali Labour Act, 2074.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Discuss and define the rights of consumers as mentioned in the Consumer Protection Act, 2054 Nepal. And, talk about the legal body as mentioned by law.
12. What are the duties and responsibilities of tourism and hospitality operators towards the guests and also towards the government?
13. How is a company incorporated in Nepal following the existing law? Also, write any three differences between public company and private companies.
14. Define Supreme Court. What are the ordinary and extra-ordinary jurisdictions of the Supreme Court of Nepal?
15. How does law shape a society? Discuss in brief with reference to the World Trade Organization and Nepal's journey into it.

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Kabindranath filed a writ petition on behalf of Carpet Export Association of Nepal against Ministry of Finance and others. Applicant was enjoying facilities under Section 15 (a) of Industries Enterprises Act, 2049 which exempted sales tax, excise and income tax. When Income Tax Act, 2058 became effective from 2058/12/18, the provisions under Income Tax Act, 2038 was disallowed by tax officer and the reason for disallowance was Section 142 and 143 of Income Tax Act, 2058.

Section 142: This Act shall prevail in tax matters

Section 143: Repeal, Amendments and Savings

Section 143(2) (h) repealed certain subsection of Section 15 of Industrial Enterprise Act, 2049. Among them certain subsections are c, d, e, j, l, p, q, r and s .

After enactment of Income Tax Act, 2058, tax office demanded income tax from Applicant. But there was no order, or no notice to the Applicant. Applicant claims that the provisions of Section 142 of Income Tax Act is of general nature. He also argues that Section 143 has been placed to make section 142 effective, so it is of operative provision. So, if Section 142 would have been complete then section 143 would not have been drafted.

The defendant then argues that as per Section 142 of Income Tax Act only this act is capable to make changes and amend other tax related provisions and all the provisions relating to income tax matters shall be dealt as provided in Income Tax Act. Section 142: This Act shall prevail in tax matters.

Notwithstanding the provisions made under the current law, no other Acts, except this act shall be made capable to make changes, amendment and other tax related provisions other than the provisions relating to imposition, assessment, reduction, increment, exemption or remission of tax to me made by amending this Act itself by annual Finance Act.

Decision:

Section 143 of Income Tax Act has not repealed Section 15 (a) of Industrial Enterprises Act.

while other provisions are still in force, legislative intent was not to repeal other provisions. Finance Act published in 2062/04/01 inserting section 15(a) in section 143 of Income Tax Act, 2058 denying exemption. There is no doubt that Applicant is entitled to exemption from income tax from 2058/12/16 to 2062/04/01 no order or notice has been issued by defendant denying exemption to the applicant. If such exemption is denied then alternative route of appeal is always open for Applicant. So, writ cannot be issued as per applicant and the application is quashed.

Questions:

- a. Why did the petitioner go to the court? Explain.
- b. What is the extraordinary jurisdiction of the Supreme Court?
- c. Why did the Court order to pay income ta after Srawan 01, 2064?
- d. Who is plaintiff in this case?
- e. How would you describe the possible precedence for the future cases based on this decision?

THE END

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Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Roll.No.....

Subject: E-Tourism
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 452
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Which one of the followings is not GDS?
 - a. Galileo
 - b. Sabre
 - c. Amadeus
 - d. CRM
2. The example of OTA is.....
 - a. DMO
 - b. Expedia.com
 - c. SEO
 - d. All of the above
3. E-Business category includes
 - a. E-Marketing
 - b. E- Banking
 - c. E-Transaction
 - d. All of the above
4. The type of market segmentation is.....
 - a. Geographic
 - b. Demographic
 - c. Psychographic
 - d. All of the above
5. B2B refers to
 - a. Business to Customer
 - b. Business to Business
 - c. Business to Government
 - d. Government to Government
6. API is a/an
 - a. Tool that allows interaction between two applications
 - b. Set of protocols
 - c. Internet service Provider
 - d. Online portal
7. The benefits of ICT for organizations
 - a. Reduce cost of information processing, storage, distribution
 - b. Reduce delays, inventories, and cost through supply chain improvements
 - c. Customization/personalization at a reasonable cost
 - d. All of the above
8. Value Creation is
 - a. The difference between the customer benefit and the cost of the product
 - b. The difference between expenses and revenue
 - c. The difference between real price and customer's willingness to pay
 - d. None of the above

9. ICT includes
- a. Satellite systems
 - b. Cellular phones
 - c. Computer and network hardware and software
 - d. All of the above
10. CRM is the technology that companies use to
- a. Manage and analyze customer interactions and relationship
 - b. Calculating profit and loss
 - c. Analyzing the website
 - d. None of the above
11. Competitive advantage can be achieved by
- a. Cost leadership strategy
 - b. Differentiation Strategy
 - c. Focus Strategy
 - d. All of the above
12. The example of B2B travel agent based on online is.....
- a. Hotelbeds.com
 - b. Expedia.com
 - c. Booking.com
 - d. Sastotickets.com
13. The use of social media platforms to connect with your audience is
- a. to build your brand
 - b. increase sales
 - c. drive website traffic
 - d. all of the above
14. The example of SEO is.....
- a. Yahoo
 - b. MSN
 - c. Google
 - d. All of the above
15. The Google Ad Words is used to.....
- a. Track website activity
 - b. Display brief advertisement of products & services
 - c. Pages per session
 - d. All of the above

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Course Code: BTTM 452

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You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Write down the application areas of E-Tourism
2. Differentiate between intranet and extranet
3. Define the role of ICT in tourism
4. Explain B2C model in E-commerce
5. What are the prerequisites for E-commerce? Briefly explain
6. How does E-Tourism help promote your tourism business?
7. Explain intermediary with suitable example
8. Explain the B2B model in E-Tourism with a suitable example.
9. Explain the role of social media for promotion of tourism products and services
10. Define CRM and explain its application in tourism.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Define ICT. How are ICT uplift your travel company? Explain its role in detail.
12. What are the basic infrastructures required to implement e-business/e-tourism strategies?
13. Explain the advantage of e-tourism for organization, customer and society
14. Discuss the role of information technology in tourism in the post pandemic world.
15. Define value chain. Make a neat and clean diagram of value chain of airline and explain briefly

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Amadeus is one of the largest reservation systems, serving customers of Air France, British Airways, Icelandair, Qantas and more. It is a Global distribution system (GDS) by Air France, Iberia, Lufthansa and SAS in 1987 in order to connect providers' content with travel agencies and consumers in real time. The GDS represents the major link between airlines and travel intermediaries by holding all relevant flight and passengers' information. It has global market share of 29%, being the absolute leader in Europe. National marketing companies (NMCs) and regional offices help to market Amadeus products and provide customer service. At the same time they secure and expand Amadeus worldwide presence. Originally developed for airlines, GDS then became most important interface and data base in tourism. More than 500 airlines, 42 rental companies, and 56000 hotel properties as well as special providers like ferries, railway, cruise company, tour operators and insurance company

Furthermore, 75000 travel agency have access to the Amadeus GDS, also offer distribution solution to the airlines. Low cost carriers have signed contracts with Amadeus. Travel distribution still accounts for the biggest share of adventure of Amadeus but as Holger Taubmann, CEO of Amadeus, admitted in 2005, due to growing online booking the whole classical GDS market will stagnate or even decrease in the long run as increasing cost pressure and declining margin are foreseeable. Online sales in the travel industry are constantly growing and an increasing need for e-commerce products and services can be observed for travel providers as well as the travel sellers and travel buyers. Amadeus e-travel develops and sells technology solution, trying to fulfill these needs. Amadeus internet booking engine is the back

end of more than 120 websites of over 60 airlines. Its e- travel business unit has been awarded as world's leading internet booking engine technology provider. It was chosen to build a common ICT platform for star alliance based on Amadeus Altea suite of ICT solution for Airlines. Amadeus decided to shift the strategic focus from being a classic GDS to a technology service provider of solution to the travel and tourism.

Questions:

- a. What are the key challenges to GDS?
- b. How can Amadeus differentiate itself from the other GDS?
- c. Explore the business model of Amadeus and demonstrate how each stakeholder benefits.

THE END

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Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Roll.No.....

Subject: Tourism Policy, Planning and Development
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 453
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the **best** answers.

- Which one of the followings is the mandatory in international flights during pandemic situations?
 - corona negative report within 24 hours.
 - corona negative report within 12 hours.
 - corona negative report within 36 hours.
 - corona negative report within 20 hours.
- Which one of the followings is considered responsible Tourism?
 - Volunteer tourism.
 - Ecotourism.
 - Ethnic tourism.
 - Pilgrimage tourism.
- What is the full form of SIA?
 - Sustainable impact Assessment.
 - Social impact Assessment.
 - Secular Impact Assessment.
 - Solar Impact Assessment.
- Tourism is industry.
 - Primary
 - Secondary
 - Tertiary
 - Cottage
- Which is not the feature of the tourism plan?
 - It is past-oriented.
 - It is a mental exercise.
 - It is an idea.
 - It is action-oriented.
- Who one is not included in a team for the formulation of visitor site planning?
 - Doctors
 - Environment engineers
 - ecologist
 - Local resident.
- Which one of the followings is not a part of adventure tourism?
 - Mountaineering.
 - Paragliding.
 - Bungee jumping.
 - Cycling.
- When did Nepal officially open its door officially for foreign tourists?
 - 1951 AD
 - 1952 AD
 - 1953 AD
 - 1954 AD
- What is the development according to tourist perspective?
 - Development should be nature friendly.
 - Development should be culture friendly.
 - Development should be sustainable.
 - Development should be isolated.
- Which one of the following impacts is an essential consideration in sustainable tourism?
 - Economic impacts.
 - Social impacts.
 - Environmental impacts.
 - Psychological impacts.

11. The physical carrying capacity:-----
- Determines how much use a site can absorb, such as roads, car parks, or attractions.
 - Relates to flora and fauna and is based on solid scientific evidence.
 - Relates to the tourist experience.
 - Is the most difficult type of carrying capacity to measure.
12. Which one of the followings is a part of adventure tourism?
- Swimming.
 - Bowling.
 - Bungee jumping.
 - Chess.
13. Which one of the following is not available in the in-flight menu of international flights?
- Wine
 - Beer
 - Cigarette
 - Vodka
14. Tourism can contribute to foreign exchange earnings, tax revenues for governments and payment of wages. This is
- Environmental impacts.
 - Political impacts.
 - Social impacts.
 - Economic impact.
15. When was Nepal tourism board established?
- 1998 AD
 - 1999AD
 - 2000AD
 - 2001AD

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Full Marks: 100 Pass Marks: 50

Course Code: BTM 453

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Highlight the major provision of planning new look in the tourism field.
2. What is development according to tourist perspective? Enlist the major goals of development.
3. Briefly explain the role of NTB in the promotion of tourism in Nepal.
4. Highlight the main concern of the Tourism Policy 1995.
5. Highlight the sustainable tourism effects on tourism planning.
6. Enlist the issues of future world tourism policy. what do you think about the future of tourism industry in Nepal
7. What are the new challenges to tourism sectors?
8. Show the interrelationship between sustainable tourism planning and development.
9. What were the major provisions to promote tourism in the current periodic plan?
10. Briefly explain the techniques of planning in the tourism field.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Tourism planning follows a systematic process. Briefly explain the stage wise process of the tourism plan.
12. What do you mean by coordinated tourism planning? Briefly describe its major aspects.
13. What do you mean by carrying capacity? Briefly explain the factors of carrying capacity in tourism.
14. Elaborate the various models for the formulation of tourism policy.
15. Elaborate the different types of impacts created by unplanned tourism development . How did the pandemic affect tourism development ?

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Tourism is one of the fastest-growing economic sectors and is an important driver of economic growth and development. In 2018 there were 1,407 million international tourist arrivals, a six percent increase from the previous year.⁴ Tourism receipts amounted to \$1,480 billion, an increase of 4.4. percent, higher than global GDP growth as in the previous 8 years. Passenger transport is worth another \$250 billion. Tourism exports account for seven percent of global trade in goods and services, or \$1.7 trillion. In 2019, the most popular destinations were France, Spain, the USA, and China.

Tourism is a major source of employment globally. The labor market has some distinguishing features. The industry is labor-intensive in nature. A high proportion of the jobs are undertaken by women, 54 percent, significantly higher than in most other sectors, and young employees, meaning the industry is seen as inclusive. However, women are more likely to be entrepreneurs in tourism than in other sectors and most women hold low-skilled jobs in the tourism sector, making them vulnerable to shocks. There is also a significant amount of indirect employment in construction and infrastructure development, plus supplying food and drink and souvenirs to tourists. Furthermore, many employees have direct contact

with tourists in travel agencies, airlines, ships, hotels, restaurants, shopping centers, and various tourist attractions.

To slow the spread of the virus, many countries have encouraged or mandated the use of sanitary practices such as hand washing, social (spatial) distancing, and isolation. The government has introduced a slew of policy measures such as targeted testing and tracing, lockdown measures, upgrading public health facilities, and closure of borders. The measures have impacted many industries and the delivery of personal services, resulting in demand and supply-side shocks.

International tourism is among the economic sectors most impacted by the COVID-19 pandemic. The United Nations World Tourism Organization (UN WTO) estimates a loss of 850 million to 1.1 billion international tourist arrivals, \$910 million to \$1.1 trillion in export revenues, and 100-120 million jobs, depending on whether the borders are opened in July, September or December. Most destinations were entirely closed in April and May 2020, opening only in some regions slowly for the northern summer. UN WTO projections reflect considerable uncertainty about the duration of the pandemic, in addition to the government's response to support economic activity.

Questions:

- a. 'Tourism is a major source of employment globally.' justify this statement.
- b. What are the major impacts of the covid 19 on tourism sectors?
- c. What are the future issues of pandemics in the tourism field?

THE END

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Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Subject: Tour Guiding

Full Marks: 100 Pass Marks: 50

Roll.No.....

Course Code: BTTM 454

Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Which one of the followings is the source of an itinerary?
 - a. Source of friends
 - b. Internet
 - c. Airlines timetable
 - d. All of the above
2. There are _____ of commentaries in guiding profession:
 - a. 4
 - b. 3
 - c. 2
 - d. None of the above
3. Which one of the followings is not the responsibility of a guide?
 - a. Planning tours
 - b. Preparing and giving presentation
 - c. Security management and hotel booking
 - d. Offering sightseeing advices
4. During emergencies, a guide should...
 - a. Inform concerned authorities
 - b. Use common sense
 - c. Stay calm
 - d. All of the above
5. The LivingGoddess Kumari of Kathmandu Durbar Square is chosen from the _____ family.
 - a. Manandhar
 - b. Bajracharya
 - c. Shakya
 - d. Shrestha
6. The Taleju Temple of Kathmandu was built in the _____ century.
 - a. 17th
 - b. 16th
 - c. 15th
 - d. 14th
7. Tourism hospitality means:
 - a. Receiving guests in a generous and cordial manner
 - b. Creating a pleasant or sustainable environment
 - c. Satisfying a guest's needs
 - d. All of the above
8. A hotel rate which includes accommodation, breakfast and either lunch or dinner is known as:
 - a. Bed & Breakfast
 - b. Modified American Plan
 - c. American Plan
 - d. None of the above
9. If the commentary is good, the clients will:
 - a. Listen to you
 - b. Ask relevant questions
 - c. Smile
 - d. All of the above
10. Commentary must be:
 - a. Entertaining and humorous
 - b. Informative and Entertaining
 - c. Historical facts and should be short and sweet
 - d. All of the above

11. A professional guide should not:
 - a. Obey the laws, regulation
 - b. Maintain a sense of humor
 - c. Discuss personal problems
 - d. Follow custom and tradition of the country
12. To have maximum input of commentary, the commentary must be:
 - a. Varied in topics
 - b. Relevant to the participants
 - c. Relevant to the route
 - d. All of the above
13. A twin room refers to:
 - a. A room with king size bed
 - b. A room with two single beds
 - c. A room with two people with one double bed
 - d. None of the above
14. Which one of the followings is not applicable for the Japanese clients?
 - a. Sentimental-polite, humble, disciplined
 - b. Don't like culture and life style of people
 - c. More thinking and sensitive
 - d. Punctual and sociable
15. In 2019, Nepal received the maximum number of tourists from:
 - a. India and China
 - b. India and Germany
 - c. China and Germany
 - d. France and China Punctual and sociable

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Semester - V

Subject: Tour Guiding

Course Code: BTTM 454

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Why do people travel? Describe tour guide role in travel business?
2. Elaborate the profile characteristics of the following nationalities:
 - a. Chinese
 - b. Australians
3. Write the following address in the phonetic alphabet:
Kris and Gulliver Travels
California
USA
4. Who is a professional tour guide? Briefly elaborate the qualities of a tour guide.
5. What is first-aid? Mention at least ten items that you should include in the first-aid kit.
6. What is an 'Itinerary'? Mention its sources and also explain its importance to the clients.
7. Why do clients complain? What steps will you take to handle the complaints?
8. Do you agree that guides are the unpaid ambassadors of the nation? Elaborate.
9. What are the different sources of itinerary? Which source do you think is more reliable? Briefly discuss.
10. What is personal grooming and why is it important to a tour guide?

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. What is tourism hospitality? What are some of the practices of welcoming tourists in Nepal?
12. Mr. Loir and his seventy year old father are planning to visit Kathmandu in the month of April 2022. Prepare two nights three days itinerary for them.
13. Elaborate on the roles and responsibilities of a professional guide.
14. Why is it necessary to understand the attitude and behavior of the client? Mention the dining and accommodation preferences of the American client.
15. What do you understand by commentary? Give, a brief light on the way commentary of Sherpa community.

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

The village of Pea was very excited. The tour guide had telephoned, and Mary had taken down the message that 10 tourists were coming off the cruise ship for lunch at 2 o'clock. The whole village got involved in making "umukai"(underground oven cooking). Food was gathered and put in the pits, the floorshow party gathered, work stopped for the day. At 10 o'clock, a minibus stopped at the village, and two (2) people got out. They looked very surprised at the huge feast half prepared and the floorshow

practicing. 'Where are all the other tourists?' asked Mary. 'This is all there is', said the tour guide. 'I said 2 people for 10 o'clock!' You can see from this story what can happen when communication in the tourism industry is not good. The hosts are unhappy; the guests are unhappy with sad faces.

Questions:

- a. How do we know the guests were unhappy?
- b. What strategies would you take to have a better communication?
- c. What lessons can be learnt from the above case study?

THE END

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Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Subject: Human Resource Management for Travel and Tourism
Full Marks: 100 Pass Marks: 50

Roll.No.....

Course Code: BTTM 455

Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Human Resource Management is a/an ...?
 - a. Employer oriented
 - b. Employee oriented
 - c. Legally oriented
 - d. None of the above
2. When does complain become a grievance?
 - a. When it is known by one employee to another
 - b. Both are the same
 - c. When it is brought to the notice of management
 - d. Both (a) and (c)
3. _____ is a process of searching for prospective employees and stimulating them to apply for jobs
 - a. Selection
 - b. Induction
 - c. Recruitment
 - d. Orientation
4. Rearrange the steps of Maslow's Need Hierarchy Theory.
 - A. Self - Actualization Needs
 - B. Physiological needs
 - C. Belongingness and love needs
 - D. Self - esteem needs
 - E. Safety needs
 - a. ABCDE
 - b. ADCBE
 - c. DCBEA
 - d. BECDA
5. Training refers to the process of imparting _____ skills
 - a. Specific
 - b. General
 - c. Important
 - d. Over all
6. Which one of the followings is the easiest and most popular technique for appraising employee performance?
 - a. Alternation ranking
 - b. Graphic rating scale
 - c. Likert
 - d. MBO
7. _____ refers to monetary benefits offered and provided to employees in return of the service they provide to the organization.
 - a. Direct Compensation
 - b. Indirect Compensation
 - c. Performance compensation
 - d. None of the above
8. Industrial relations cover the following area(s)
 - a. Collective bargaining
 - b. Labor legislation
 - c. Industrial relations training
 - d. All of the above
9. Who is responsible for establishing plans related to emergency communication and evacuation, employee safety training, fire safety systems, guest and employee safety, and room key security?
 - a. Head of Front Office
 - b. Head of Financial Department
 - c. Head of Room Service
 - d. Safety and security manager

10. A health and safety programme is
- created only for the Front-Office department
 - a process for managing health and safety in the workplace
 - an analysis of the reservation programs of the hotel
 - a part of the check-in procedure
11. What is the need for Human Resource Planning?
- For undergoing an effective employee development program
 - To represent a base for recruitment
 - To represent a base for selection policy
 - All of the above
12. The human resource planning is done based on the
- Market condition
 - Financial condition
 - External environment
 - Organizational Plan
13. Vertical enhancement of job is known as _____.
- Job enrichment
 - Job rotation
 - Job enlargement
 - Moods
14. Ranking is: _____.
- Multi-person evaluation method
 - Individual evaluation method
 - Other method
 - All of these
15. Which one among the following negotiators' role is not to settle the issues but to improve the relation so as they can reach the settlement themselves?
- Mediator
 - Arbitrator
 - Conciliator
 - Consultant

Mid-West University
Examinations Management Office
Surkhet, Nepal
Final Examination-2078
Bachelor of Travel and Tourism Management (BTTM)
Semester - V

Subject: Human Resource Management for Travel and Tourism

Course Code: BTTM 455

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. What is HRM? Explain its needs in an organization.
2. Explain the process of HRP.
3. What are the sources of recruitment?
4. What are the rewards to motivate employees? Explain.
5. How training and development is necessary? Describe.
6. Explain the performance appraisal process in detail.
7. Explain the factors that influence the Employee Compensation.
8. Explain the reason for joining the Trade Union by employees.
9. Explain how you can create the safe & healthy working environment.
10. Difference between recruitment and selection.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. What are the functions of an HRM? Explain in details.
12. Explain any two theories of motivation.
13. What are the methods of training? Explain with suitable example.
14. What are the performance appraisal rating methods? Explain.
15. Write brief notes on followings:
 - Job Analysis
 - Job Specification
 - Job Description
 - Job Enlargement
 - Job Enrichment

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following question:

Four months ago, NeyaYangi, 33, was promoted to the supervisor's job of a newly formed sales group. There were seven people in the sales group reporting to her, including AnimeshThapa (her boss when she first joined the company). Animesh was about 10 years older than Neya. He had been the highest performer in the company for a number of years, until Neya began to equal his production about 18 months ago. Animesh had a long history of personal moodiness and erratic behaviors, though. When Neya began to equal his performance, Animesh's behavior became more problematic. He had finally been given a written disciplinary notice. Consequently, some of the behaviors changed, although the underlying "attitude" problems of apathy, indifference, and hostility did not.

When Neya was promoted to head up the sales group, Animesh was given the job of supervising three trainees in the department in addition to sales production tasks. Now, four months later. Animesh had developed into a major supervisory problem for her.

Neya currently had several concerns about Animesh's work:

- He gave up on tougher sales chores.
- He was infecting his trainees with a negative attitude about her and the operations of her department.
- He ignored her authority and plans, and is not a constructive contributor to the department.
- He circumvented new regulations and laws, putting the company at risk.

In short, Animesh was consuming quite a bit of Neya's time and attention, while performing far below his potential. He was continually seeking to find another position in the company. It seemed that the "front office" would be protective of him: Animesh assumed that they would not allow him to be fired.

Question:

- a. As an HR manager develop at least three different strategies or approaches for resolving this issue.

THE END