

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

Subject: Travel Service Operation Management II

Course Code: BTTM 425/325

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

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

*Tick the best answers.*

1. The code a passenger gets when he books a ticket on an airline is called –
  - a. PRN
  - b. PNR
  - c. NPR
  - d. FAM
2. If single room rate is USD 120 and double room rate is USD 140, what is the amount for single supplement?
  - a. USD 50
  - b. USD 40
  - c. USD 30
  - d. USD 60
3. The begnas Lake is located at
  - a. Kathmandu
  - b. Dhulikhel
  - c. Pokhara
  - d. Nagarkot
4. Domestic tourism embraces those travelling
  - a. within their own country
  - b. outside their country
  - c. to overseas island
  - d. on overseas cruises
5. Shortest time of flights from Kathmandu to Biratnagar is.....
  - a. 35 Min
  - b. 17 Min
  - c. 10 Min
  - d. 60 Min
6. Which itinerary is known as golden triangle of Nepal?
  - a. Kathmandu-Bhaktapur-Lalitpur
  - b. Kathmandu-Pokhara-Palpa
  - c. Kathmandu-Chitwan-Pokhara
  - d. Kathmandu-Lumbini-Pokhara
7. Who is the Father of Travel Agency?
  - a. Thomas Jackson
  - b. Thomas Cook
  - c. Peter Jackson
  - d. David Muller
8. A passenger protects himself/herself while travelling by buying –
  - a. tickets
  - b. insurance
  - c. credit card
  - d. traveller cheque
9. What transportation is travel by land called -
  - a. air
  - b. water
  - c. surface
  - d. none
10. Familiarization trip is also known as –
  - a. MAP
  - b. FAM
  - c. AMP
  - d. none

11. The place at the airport where travelers declare their items in baggage is
- a. immigration
  - b. check-in
  - c. boarding
  - d. customs
12. .... travel is known as people who traveled on the basis of business
- a. Leisure travel
  - b. Business travel
  - c. Corporate travel
  - d. Diplomatic travel
13. Hotel Association of Nepal
- a. HAN
  - b. HAON
  - c. HAAN
  - d. HNA
14. PATA stands for .....
- a. pacific asia tourism association
  - b. private asia of tourism association
  - c. pacific asia trade association
  - d. pacific asia travel association
15. BB meal plan include.....
- a. breakfast
  - b. room
  - c. lunch
  - d. dinner

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Travel Service Operation Management II

Course Code: BTTM 325/425

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. Design simple inbound itinerary of 3N/4D including Pokhara and Ghandruk [5]
2. What do you mean by single supplement? Explain with the proper example of costing. [3+2]
3. What are the vital points to remember during the negotiations with different travel vendors? [5]
4. What are the various types of package tour? [5]
5. Write about tour operators and also describe its types. [2+3]
6. What are the factors that affects while doing and tour costing? [5]
7. What are the sources of income of travel agency? Explain [5]
8. Write the meaning and use of itinerary? [5]
9. Tour brochure is a major marketing tool for tour operators and travel agents. Justify your answer with suitable examples. [5]
10. Prepare inbound costing for 4N/5D package of Chitwan and Pokhara including entrance ticket and all meals [5]

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

Answer any **THREE** questions:

11. Explain the basic requirement and components of hotel tariff. What are the factors that need to be taken into consideration while referring hotel tariff? [5+5]
12. Explain the origin and development of package tour in details covering all the historical prospectives [10]
13. What are the factors to be considered while preparing Tour Brochure? Explain each with relevant examples. [8+2]
14. Prepare an itinerary of 6N/7D as titled "**Nepal – Country of Culture, Adventure & Ethnicity**" including map, details of distance covered, duration of each attraction/activities, all possible cost involved and total cost for the pax of 21 under full board plan. [10]
15. What is contract? Explain the elements of contract. [5+5]

**SECTION D: CASE STUDY (15 MARKS)**

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

Even though tour operators enable package tourism experiences by planning, bundling, and selling experience products, they cannot guarantee that their package tours result in successful tourism experiences. Still, they have the opportunity to influence all the phases of the tourism experiences in order to trigger the experience formation. In the anticipation phase, the tour operators' marketing and sales efforts (e.g. brochures, Internet pages, employees of sales offices and call centers) create expectations. During the on-site activities the tourists' experiences are influenced by the accommodation and transportation service providers, which are chosen by the tour operator. Furthermore, the tour leaders and guides represent the tour operator and try to ensure that the customers' vacations run smoothly. Thus, their actions have a clear impact on the tourists' perceptions of the whole tour. Finally, the travel to the destination and back home is influenced by the transportation services and employees of the airline companies, which of course may be owned by the tour operator as well. Researchers have argued that even though tourism experiences have clear functional components, such as accommodation and transportation services, the experiential benefits are also critical in the evaluation

of tourism experiences, as the service encounter and pleasant physical environment often create opportunities for affective responses.

Furthermore, as human interaction is an emotionally charged process, the extended interaction with a tour leader, tour guide, or other service provider also leads to experiential reactions. In the context of extraordinary experiences, many have suggested that the service providers may orchestrate affective, narrative, and ritual content through the skills, engagement, emotions, and dramatic sense of their tour guides, whose task is to give their customers something they do not know how to ask for.

Research has demonstrated that besides mediating the tourism experiences, the role of the tour leaders is especially important when something goes wrong during a package tour when a tourist suddenly falls ill, is robbed, or faces service failures. Therefore, in order to profoundly understand the role of the tour operator in influencing tourism experiences, also the negative incidents related to package tourism experiences need to be addressed.

**Questions:**

- a. What are the functional components of tour operation? List as many components as possible. [5]
- b. Human interaction is an important aspect of consumption process of tourism product. Explain how so. [5]
- c. What is the role of a tour leader in tour activities? [5]

**THE END**

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTM)  
Semester - II

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

Roll.No.....  
Course Code: BTM 426/326  
Time: 3: 00 Hours

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

Tick the best answers.

1. The meaning of adventure tourism must include this term.  
a. danger  
b. ecstasy  
c. risk  
d. dream
2. The highest degree of risk and lowest level of competence create \_\_\_\_\_.  
a. play  
b. adventure  
c. frontier adventure  
d. misadventure
3. Adventure activity helps people to expand their \_\_\_\_\_ zone.  
a. discomfort  
b. comfort  
c. luxury  
d. none of them
4. How many eight thousanders are there in the World?  
a. 08  
b. 12  
c. 14  
d. 16
5. What is the most common topic discussed between guide to clients?  
a. Decision  
b. Instruction  
c. Inquiries  
d. Social
6. Mt. Matterhorn successfully summated on.....  
a. 14 July 1765  
b. 14 July 1865  
c. 14 July 1965  
d. 14 July 1985
7. One mature tree can absorb 22 KG of carbon dioxide in a \_\_\_\_\_.  
a. day  
b. week  
c. month  
d. year
8. Hedonism is all about  
a. sex tourism  
b. serious partying  
c. heavy drinking  
d. all of them
9. First ascent of Mount Everest was in:  
a. June 29, 1953  
b. May 29, 1953  
c. August 29, 1953  
d. September 29, 1953
10. Contrasting emotion is related with  
a. falling  
b. fooling  
c. failing  
d. feeling
11. Which Eight Thousander is climbed, successfully, by Maurice Herzog in 1950?  
a. Mt. Everest  
b. Mt. K2  
c. Mt. Annapurna  
d. Mt. Lhotse
12. \_\_\_\_\_ is soft adventure activity  
a. Trekking  
b. Rock Climbing  
c. Rafting  
d. Backpacking

13. \_\_\_\_\_ is hard adventure activity.
- a. Trekking
  - b. Scuba Diving
  - c. Hiking
  - d. All of them
14. Right to tourism is one of the ..... of tourism.
- a. types
  - b. characteristics
  - c. ethics
  - d. category
15. Nepal is home of ..... % of the bird species found in the world.
- a. 3 %
  - b. 5 %
  - c. 8 %
  - d. 11%

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Adventure Tourism

Course Code: BTTM 426/326

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. Define adventure tourism in details aspects.
2. What is the similarity and difference between soft and hard adventure?
3. Explain Para Hawking with its importance.
4. Define aquatic adventure tourism with any one product of it.
5. Point out the dichotomies within adventure tourism.
6. How do competence and risks measure the different stages of adventure? Explain.
7. Define hedonistic tourism with an example.
8. How can we develop the adventure tourism?
9. How is consumer behavior affecting adventure tourism? Explain.
10. Address on waste management issues in adventure tourism in Nepal.

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

Answer any **THREE** questions:

11. Explain the characteristics of adventure tourism in details.
12. Write the insight history of adventure tourism in Nepal.
13. What are the ethics to be followed by a trekker while trekking in the Himalayan Region?
14. Explain any four major themes that played crucial roles in development of adventure tourism.
15. Define risk management issues, process and model in adventure tourism.

**SECTION D: CASE STUDY (15 MARKS)**

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

There is no doubt that Pokhara is capital city for Adventure tourism in Nepal and it is also a gateway for many trekking routes. With the opening of new international airport and huge investment on different hotels and other tourism activity, Pokhara is becoming more popular destination. However, there is recent plane crash that shocks the nation. The flight took off from Kathmandu's Tribhuvan International Airport at 10:33 am NST. It crashed on the bank of the Seti Gandaki River while on final approach to landing at Pokhara International Airport. A video filmed from the ground showed the aircraft banking steeply to the left before crashing 65 meters away. Another video was streamed live on Facebook by Sonu Jaiswal, a passenger on the plane, before and during the crash. The video shows passengers unaware of the situation until seconds before impact. 72 passenger lost their life in this accident.

Initial report already out indicating different scenario of flight stalls condition, changing runway for landing in last minutes. There are also rumors about not handling the flight by experience pilot, not keeping the plane in good condition with regular inspection. And also most people pointing out about competitive market in domestic flight where all airlines is rushing to complete the flight schedule and avoiding follow general air traffic and airlines rules and regulation.

With all this there is doubt that ICAO will not remove blacklist of Nepal air travel in future. The International Civil Aviation Organization (ICAO) has blacklisted Nepal's air travel since 2013, calling it unsafe.

- a. What is the major issues in Nepal's air travel industry? Give your opinion.
- b. What will be the impact of recent plane crash on Nepal adventure tourism?
- c. Give your view on what can be done to make Nepal air travel safe?

[5]

[5]

[5]

**THE END**



Scanner

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

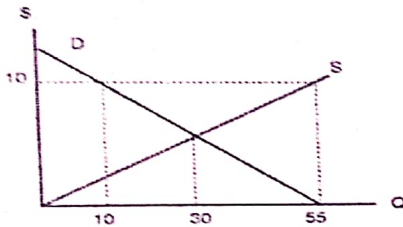
Subject: Tourism Economics  
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 421/321  
Time: 3: 00 Hours

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

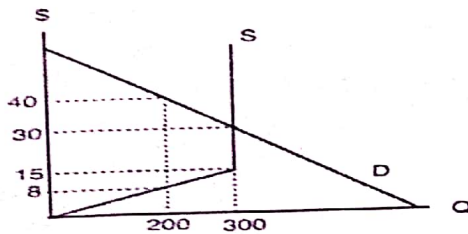
Tick the best answers.

1. Macroeconomics is the branch of economics that studies
  - a. prices of individual goods.
  - b. the way individual markets work.
  - c. important, as opposed to trivial, issues.
  - d. the economy as a whole
2. Refer to the diagram below:



At a price of Rs. 10 per unit:

- a. There is excess demand (a shortage) equal to 45 units.
  - b. There is excess supply (a surplus) equal to 45 units.
  - c. There is excess demand (a shortage) equal to 20 units.
  - d. There is excess supply (a surplus) equal to 20 units.
3. Consider the supply and demand diagram below



What does the equilibrium price equal in this market?

- a. Rs. 8
  - b. Rs. 15
  - c. Rs. 30
  - d. Rs. 45
4. Which tourism emerged as a popular means of rewarding the employees for special achievements and contribution?
- a. Business Tourism
  - b. Incentive Tourism
  - c. Leisure Tourism
  - d. Motivational Tourism
5. Nepali Tour company making tour arrangement in Singapore for a tourist group from Nepal visiting Singapore is \_\_\_\_\_.
- a. domestic tour operator
  - b. ground tour operator
  - c. inbound tour operator
  - d. outbound tour operator

6. ----- is the type of tourism refers transport of a large number of people in a short period of time
- Heritage Tourism
  - Mass Tourism
  - Grand Tourism
  - Cultural Tourism
7. Common interest tourism includes
- visiting friends and relatives
  - business tourism
  - leisure tourism
  - conference tourism
8. Which one of the followings plays an important role in tourism industry?
- Attraction
  - Accommodation
  - Transportation
  - All of These
9. The money from one country is exchanged for that of another country is known as.
- foreign exchange benefits
  - balance of payment
  - trade deficit
  - price elasticity
10. What is the 'multiple effect'?
- Tourist expenditure at the destination increases the income of the destination by an amount greater than that which was originally spent
  - Income of the destination stays the same
  - Tourist expenditure at the destination decreases the income of the destination by a amount that which was originally spent
  - The income of the destination decreases
11. The law of variable proportions explains three stages of production. In the first stage of production;
- both marginal product and average product rise
  - marginal product rise
  - average product falls
  - marginal product is zero
12. At which time may all the factors of production be changed?
- Short Run
  - Long Run
  - Very Long Run
  - All of the above
13. \_\_\_\_\_ pricing in tourism occurs, when a company sells tourism product at different prices in different locations.
- Promotional
  - Mark -up
  - Differential
  - Follow the leader
14. \_\_\_\_\_ refers to all those individuals, who have potential to undergo any tour but they have delayed their plan due to some reasons.
- Potential demand
  - Deferred demand
  - Creative demand
  - Future demand
15. The tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities is called:
- Eco-Tourism
  - Responsible tourism
  - Sustainable Tourism
  - Alternative Tourism

Mid-West University  
**Examinations Management Office**  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Tourism Economics

Course Code: BTTM 421/321

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 microeconomics? Explain its uses in business decision making?
2. What is meant by shift in demand curve? Write about any five causes responsible for shifting demand curve.
3. What are the contributions of hospitality and tourism that preserve better universal economic condition?
4. What is perfect competition? Explain its characteristics.
5. What is an investment appraisal? What are the major investment appraisal techniques?
6. What do you mean by recreational tourism? Explain the economic value of recreation.
7. Define tourism supply. Explain its determinants.
8. How does a long run production function differ from a short run production function?
9. Explain the characteristics of tourism products. What are the main components of tourism products.
10. Define tourism satellite account. Explain the importance of multiplier effect in tourism.

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

Answer any **THREE** questions:

11. Describe hospitality industry. Evaluate the role and significance of economics in tourism and hospitality industry after the Russia and Ukraine War.
12. Define production function and explain its types: Explain the laws of returns to scale.
13. What is tourism economics? What are the primary factors influencing tourism demand?
14. Define monopoly. What are the key differences between perfect competition and monopoly.
15. How does tourism contribute to the economy of Nepal? Justify, "Tourism as a tool for economic development in Nepal"

**SECTION D: CASE STUDY (15 MARKS)**

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

Let, Mr. Yash Gurung, return migrant from United Kingdom, approach with his four colleagues to open a boutique hotel in Dhulikhel with the view of providing quality and luxurious accommodation experience. Beside rooms and accommodation, hotel also facilitates restaurants, banquet halls and conferences as a byproduct together. Mr. Gurung has worked as a sales manager of a five-star hotel in London for nine years. His colleagues also have expertise in this hospitality sector. The expertise of the colleagues is found as Mr. Chhetri (working as a Food and Beverages manager in a four star hotel for 5 years in Dubai, UAE), Mr. Dhakal (working as a head chef in a luxurious villa in Maldives) and Mr. Shrestha (working as a legal advisor in a commercial bank for 12 years in Nepal) They have made intensive decision on overall scenario of Nepalese hospitality industry and its trend and possibility about the business; finally, they have agreed the Gurung's proposal. The structure and tentative investment budget is allocated among the investors. They have decided to invest Rs 100 million as a capital investment. In this regard, Mr. Gurung will have 70% investment and the rest amount will be invested by others at equal proportion. It is also mandatory for the job holders to quit their jobs to initiate the business.

Finally, the returned migrant who makes large investment raised some issues with his colleagues in relation to business operations like efficient utilization of local human and agricultural resources, pricing the products, prediction of future trends of business etc. All the colleagues remain silent. It is because the solution of these issues is beyond their expertise. Then they realized the knowledge of economics is much essential in sound of business management. It is because microeconomics helps managers to arrive at a set of operating rules that aid in the efficient utilization of human and capital resources, pricing and predictions. Therefore, they agreed to hire an economist as a consultant in the company.

As an economist, if you are appointed as a consultant of this boutique hotel, which economic principles would you suggest to solve following problems? Give your suggestions with proper reasons.

- a. How does the boutique hotel achieve efficient utilization of the scarce economic resources (i.e. capital and human resources)
- b. How does the boutique hotel determine the price of its services like rooms, restaurant's menu and beverages?
- c. How does boutique hotel economically impact local community in Dhulikhel?

**THE END**

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

Subject: Computer and Information Technology

Course Code: BTTM 422/322

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

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

*Tick the best answers.*

1. What is the full form of RAM?
  - a. Random Access Memory
  - b. Read Access Memory
  - c. Real Access Memory
  - d. Read And Mark
2. In which generation is computer very small?
  - a. Frist Generation
  - b. Second Generation
  - c. Third Generation
  - d. Fourth Generation
3. What is the full form of CPU?
  - a. Copy Paste Unit
  - b. Center Processing Unit
  - c. Center Protect Unit
  - d. All of the Above
4. What is key board?
  - a. Input unit
  - b. Output unit
  - c. Storage device
  - d. Printing device
5. What is the full form of IT?
  - a. International Technology
  - b. Index Technology
  - c. Information Technology
  - d. Internal Testing
6. A computer which possesses characteristics of both analog and digital computers is called.....
  - a. hybrid computer
  - b. super computer
  - c. mini computer
  - d. analog computer
7. There are .....key functions in keyboard
  - a. 9
  - b. 26
  - c. 12
  - d. 10
8. We can't edit in .....
  - a. hard copy
  - b. soft copy
  - c. all of above
  - d. none of the above
9. Pen drive is .....
  - a. output device
  - b. input device
  - c. storage device
  - d. all of them
10. MS Word is ..... application.
  - a. data base
  - b. word processing
  - c. spread sheet
  - d. presentation
11. Ctrl +A usefor.....
  - a. select all
  - b. apply for number format
  - c. close all open files
  - d. all of the above

12. In which short cut key do the documents undo use?

a. Ctrl+D

b. Ctrl+B

c. Ctrl+V

d. Ctrl+Z

13. MS excel is used for.....

a. calculation data

b. documentation

c. presentation

d. graphic designing

14. What is an extinction of power point application?

a. .doc

b. .xls

c. .wri

d. .ppt

15. Who is the father of computer?

a. Thomas Cook

b. Herodotus

c. Charles Babbage

d. Adam Smith

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Computer and Information Technology

Full Marks: 100 Pass Marks: 50

Course Code: BTTM 422/322

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 are the various types of computer?
2. What is the short cut key of SAVE AS and why do we use it?
3. What is font? Write down the standard font size, minimum font size, maximum font size, and standard font name.
4. What is PICAS? Give any three examples of measurement unit of a ruler.
5. What is GUI? Why do we use CTRL+C, CTRL + D, CTRL + E, CTRL + P?
6. What is gutter? What is the standard page size and margin?
7. What is handheld device and why do we use it? Give any two examples.
8. What is monitor? What is the difference between CRT and plasma?
9. Write down the generation of computer. Mention the main technology used in each generation.
10. What is hardware and software? Give any two suitable examples of hardware and software.

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

Answer any **THREE** questions:

11. What is computer? Define with a diagram, and write down its advantages and disadvantages.
12. What is networking? Explain its types and describe the pros and cons of networking
13. Why is computer essential for tourism industry? Explain with suitable examples.
14. What is spreadsheet? Why do we use Microsoft Excel, and explain cell, sheet, workbook, and heading (row/column).
15. What is the way of converting second paragraph with two columns with drop cap, and convert the whole second paragraph with double line border with shading.

**SECTION D: CASE STUDY (15 MARKS)**

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

- a. If you are a team leader, how will you solve many issues that can be raised in the field of **computer and information technology**?
- b. What are the benefits of computer application in tourism business?
- c. In future, if you will run a **tourism business** with new technology what problems or issues may raise and how can it be solved.

**THE END**

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

Subject: Business Communication  
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 423/323

Time: 3: 00 Hours

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

*Tick the best answers.*

1. The study of communication through touch is.....
  - a. chronemics
  - b. haptics
  - c. proxemics
  - d. semantics
2. Learning to communicate with others is key to .....
  - a. winning the approval of everyone around you
  - b. establishing rewarding relationship
  - c. never being misunderstood
  - d. eliminating all of your listeners' physiological noise.
3. Which one of the followings is not a barrier to effective communication?
  - a. language
  - b. defensiveness
  - c. filtering
  - d. channel richness
4. .... is not of the 7Cs of communication.
  - a. conciseness
  - b. correctness
  - c. clarity
  - d. character
5. What are the physical barriers to communication?
  - a. interpretation of words
  - b. connotation
  - c. noise and distance
  - d. emotions
6. Kinesics is the study of .....
  - a. time management of communication
  - b. physical body movement for communication
  - c. communication through touch
  - d. language of silence
7. What is the word limit of notice writing?
  - a. 70
  - b. 90
  - c. 50
  - d. 120
8. Which one of the followings is the best definition of empathy?
  - a. feeling what someone else is feeling
  - b. feeling sorry for other
  - c. feeling that you want to help another
  - d. feeling sympathy for other
9. Which one of the followings is known as the heart of business letter?
  - a. Subject line
  - b. Enclosure notation
  - c. Body
  - d. Conclusion



10. Paralanguage is a kind of action language that refers to.....
- a. actual words
  - b. body language
  - c. personal space
  - d. the tone of voice, speed of speech, and hesitation
11. Feedback is based on ..... attitude.
- a. You
  - b. I
  - c. our
  - d. we
12. Which one is not the emotional intelligence component?
- a. self awareness
  - b. self regulation
  - c. self- confidence
  - d. self -motivation
13. When making decisions, I consider my likes and dislikes, not just the facts. Who am I?
- a. Low- context
  - b. Intercultural
  - c. High context
  - d. Medium context
14. For effective cross cultural communication, your language:
- a. Should be unfamiliar to the target audience in order to capture their attention.
  - b. Should be guided by your target audience.
  - c. Should be vague so that your message can be interpreted in multiple ways.
  - d. Should not be influenced by your intended purpose.
15. Communication is the task of imparting.....
- a. training
  - b. information
  - c. knowledge
  - d. message

Mid-West University

**Examinations Management Office**  
Surkhet, Nepal  
Chance Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Business Communication

Course Code: BTTM 423/323

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. Describe the communication process with a suitable diagram.  
[5]
2. Write a review on your recent visit to any hotel. [5]
3. Differentiate between high context and low context culture. [5]
4. State the advantages of effective listening in communication? [5]
5. Write an email to ABC hotel for cancellation of the booking. [5]
6. Write a dialogue for booking a room in ABC hotel for two people. [5]
7. Draft a brochure about the package in Nepal including: why to visit, special attraction, features, itinerary, and contact details. [5]
8. How does feedback play an important role in the hospitality field? [5]
9. Fill in the blank with the given words: [5]  
Itchy feet, on the seventh heaven, at the crack of dawn, hustle and bustle, spic and span
  - a. Taj hotel provides ..... service to their clients.
  - b. I want to go away from..... of the city.
  - c. By seeing Mt. Everest view, I felt .....
  - d. It's a long drive, so we set off .....
  - e. The trip gave me ..... and I wanted to travel more.
10. Edit the given sentences using seven C's concept.  
Example: It is necessary that you take every precaution when preparing to bungee jump.  
Take care when preparing to bungee jump.
  - a. He ordered desks that are of the executive type.
  - b. He welcomed many quests from German.
  - c. We don't take cash with clients.
  - d. He ordered table for many guests.
  - e. You cannot visit the park except on Saturdays.

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

Answer any **THREE** questions:

11. What are seven C's of effective business communication? Explain. [10]
12. Enumerate briefly any four barriers to communication. Suggest six ways to overcome communication barriers. [10]
13. ACE Travel and Tours, Kathmandu requires Tour guide. They require fresh BTTM [10] graduates with pleasing personalities, good communication skills and computer literate. Write a letter of application along with your resume addressed to the Personal Manager [10]

14. Write a short notice to call a meeting to discuss important agendas and draft minutes for the given agendas. [10]
15. Draft a brochure about the package in Nepal including: why to visit, special attraction, features, itinerary, and contact details. [10]

**SECTION D: CASE STUDY (15 MARKS)**

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

All of sudden guests from America came to ABC hotel in Nepal and stood in front of Front desk office and wanted to enquire regarding the services and room available. Front desk officer was busy in receiving phone calls and was not able to give proper response. Customers waited for fifteen minutes. In spite of waiting they didn't get proper response from front desk manager. As manager couldn't communicate well in English and was unable to give detail information. Front desk manager was alone to handle many guests every day and he lost temper while dealing with them.

- a. Identify the problems in the above case study. [5]
- b. Mention the consequences of the above case study to ABC hotel. [5]
- c. How can we over come such kind of problems? [5]

**THE END**

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

Subject: Language I(Chinese)  
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 424A/324A  
Time: 3: 00 Hours

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

Tick the best answers.

1. 后面 (hòumiàn)
  - a. good-bye
  - b. behind
  - c. see
  - d. down
2. 再见 (zàijiàn)
  - a. three
  - b. dish
  - c. good-bye
  - d. desk
3. 学习 (xuéxí)
  - a. sorry
  - b. study
  - c. thank
  - d. see
4. 喜欢 (xǐhuān)
  - a. love, like
  - b. time
  - c. airplane
  - d. piece
5. 星期 (xīngqī)
  - a. listen
  - b. person
  - c. week
  - d. China
6. 认识 (rènshí)
  - a. do
  - b. in, at
  - c. front
  - d. know
7. 叫 (jiào)
  - a. call
  - b. few, little
  - c. weather
  - d. tomorrow
8. 岁 (suì)
  - a. here
  - b. year
  - c. how
  - d. school
9. 猫 (māo)
  - a. morning
  - b. big
  - c. cat
  - d. call
10. 学生 (xuéshēng)
  - a. student
  - b. and
  - c. happy
  - d. fruit

11. 儿子 (érzi)

- a. son
- b. yesterday

- c. uncle
- d. nephew

12. 有 (yǒu)

- a. what, how about
- b. why

- c. have
- d. daughter

13. 漂亮 (piàoliang)

- a. taxi
- b. beautiful

- c. today
- d. drink

14. 时候 (shíhòu)

- a. noon
- b. sit

- c. time
- d. work

15. 茶 (chá)

- a. call
- b. few, little

- c. that
- d. tea

Mid-West University  
**Examinations Management Office**  
 Surkhet, Nepal  
 Final Examination-2079  
 Bachelor of Travel and Tourism Management (BTTM)  
 Semester - II

Subject: Language I(Chinese)

Full Marks: 100 Pass Marks: 50

Course Code: BTTM 424A/324A

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. Write the Pinyin – Initial and Final sound alphabet.
2. Write the Chinese character of given English word.
 

a. People	c. No; not	e. good
b. next	d. go	
3. Write the name of month in Pinyin and Chinese character.
4. Write the Pinyin name of given name.
 

a. Kathmandu	c. China	e. Englan
b. Bhutan	d. America	
5. Please translate into English
  - a. Nǐyàoshénme ?您要什么?
  - b. Qǐngwèn, yínhángzàinǎr ?请问,银行在那儿
  - c. wǒmenshénmeshíhòuqù?我们什么时候去?
  - d. Nàr dedōngxīhènguì.那儿的東西很貴
  - e. Wǒtīngbùdǒngnǐshuōshénme ?我听不懂你說什麼
6. Write The Chinese character of given number.
 

a. 34	c. 9261	e. 99009
b. 578	d. 4404	
7. Please write the opposite word into Chinese Pinyin of given English word
 

a. Listen	c. Black(colour)	e. Leg
b. Read	d. Old	
8. Fill in the blanks  
 ( hěn, rén, mǎi, yě, máng, shénme )
  - a. Nǐgōngzuò ----- ma ?
  - b. tājiào----- míngzì ?
  - c. tāshìměiguó----- ma ?
  - d. wǒ -----hènggāoxìng.
  - e. wǒmenqùshāngdiàn ----- dōngxī
9. Write the time in Pinyin according to watch picture.



a.



b.



c.



d.



e.

10. Write the weekdays name in Pinyin and Chinese character.

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

11. Write the number from 0-50 with Chinese character and pinyin.

12. Make the sentences with given word in Pinyin and translate it into English.

- a. 银行 (yínháng)      b. 生词 (shēng cí)      c. 晚 (wǎn)      d. 饭店 (fàndiàn)  
e. 公司 (gōngsī)      f. 词典 (cídiǎn)      g. 好吃 (hǎochī)      h. 新 (xīn)  
i. 机场 (jīchǎng)      j. Jīnglǐ (经理)

13. Write the meaning of given word and make the sentences and translate into English.

- a. 吃不吃 (chībùchī)      c. 有没有 (yǒuméiyǒu)      e. 喝不喝 (hēbùhē)  
b. 对不对 (duìbùduì)      d. 来不来 (láibùlái)

14. Translate into Chinese Pinyin.

- a. How old are you this year?      d. They are my Parents.  
b. What day and date is today?      e. When will you come to my home?  
c. What do you want to buy?

15. Write your family full introduction and occupation of family members in Chinese Pinyin.

**SECTION D: CASE STUDY (15 MARKS)**

16. Write the conversation about asking and sharing about hobbies.

**THE END**

Mid-West University  
**Examinations Management Office**  
Surkhet, Nepal  
Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Roll.No.....

Subject: Language I(French)  
Full Marks: 100 Pass Marks: 50

Course Code: BTTM 424B/324B  
Time: 3: 00 Hours

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

Tick the *best* answers.

1. 90
  - a. Quatre- vingt
  - b. Quatre -vingt- dix
  - c. Soixante- dix
  - d. Cinquante
2. Vingt-cinq
  - a. 45
  - b. 35
  - c. 25
  - d. 55
3. Il est une heure et quart.
  - a. 2h00
  - b. 1h15
  - c. 3h00
  - d. 4h15
4. Bonjour
  - a. Good day
  - b. Good night
  - c. Good afternoon
  - d. Good evening
5. Oui
  - a. Yes
  - b. No
  - c. Thank you
  - d. Ok
6. J'habite ..... France.
  - a. En
  - b. De
  - c. Sur
  - d. Avec
7. Nous sommes ..... la classe.
  - a. Dans
  - b. à
  - c. Au
  - d. Du
8. Elle habite..... Japon.
  - a. Au
  - b. En
  - c. Sur
  - d. Sans
9. Il vient ..... Paris.
  - a. De
  - b. Au
  - c. En
  - d. Sur
10. Je ..... à Katmandou.
  - a. suis
  - b. es
  - c. est
  - d. sommes
11. Il ..... une voiture.
  - a. a
  - b. ai
  - c. avez
  - d. avons



12. Elle..... à la maison.

a. vas

b. va

c. allons

d. allez

13. Ils ..... au restaurant.

a. mangent

b. mangeons

c. mange

d. mangez

14. Je ..... en Chine.

a. voyage

b. voyages

c. voyagez

d. voyageons

15. Elles ..... leurs devoirs.

a. finis

b. finit

c. finissent

d. finissons

Mid-West University  
Examinations Management Office  
Surkhet, Nepal

Final Examination-2079  
Bachelor of Travel and Tourism Management (BTTM)  
Semester - II

Subject: Language I(French)

Course Code: BTTM 424B/324B

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. Ecrivez les nombres suivants en lettres. Write the following numbers in letters.
  - a. 10
  - b. 35
  - c. 82
  - d. 58
  - e. 90
  - f. 65
  - g. 85
  - h. 41
  - i. 75
  - j. 99
2. Quelle heure est-il ? What time is it?
  - a. 2h05
  - b. 4h15
  - c. 5h20
  - d. 14h30
  - e. 18h25
  - f. 22h10
  - g. 11h40
  - h. 23h50
  - i. 3h35
  - j. 7h45
3. Ecrivez les jours. Write the days.
4. Traduisez en français. Translate into french.
  - a. Good day
  - b. Please
  - c. Thank you
  - d. Ok
  - e. Nice to meet you
  - f. See you tomorrow
  - g. Yes
  - h. No
  - i. Very good
  - j. Good luck
5. Mettez les verbes à la forme qui convient. Put the verbs into suitable form.
  - a. Tu (avoir) des amis français ?
  - b. Je (aller) en Asie.
  - c. Nous (prendre) une voiture.
  - d. Elle (voyager) en Inde.
  - e. On (arriver) à 9h.
  - f. Nous (manger) au restaurant ce soir.
  - g. Ils (aller) souvent au cinéma.
  - h. Je (aimer) la glace beaucoup.
  - i. Nous (être) au jardin.
  - j. Il (avoir) vingt-cinq ans.
6. Complétez selon le modèle. [Complete according to the model]

Example: J'habite au Népal. Je suis Népalais.  
Elle habite en France. Elle est Française.

  - a. Elle habite en Chine. Elle est.....
  - b. J'habite au Canada . Je suis.....
  - c. Il habite en Inde. Il est.....
  - d. J'habite au Portugal. ...Je suis.....
  - e. Elle habite en Espagne. ...Elle est.....
  - f. J'habite en Allemagne. ...Je suis.....
  - g. Elle habite en Angleterre. Elle est.....
  - h. Il habite au Mexique. ...Il est.....
  - i. J'habite en Belgique. Je suis.....
  - j. Elle habite en Australie. Elle est.....

7. Complétez avec l'article défini et indéfini. (le, la, l', les, un, une, des) Supply articles ( definite, indefinite or no article).
- C'est ..... livre français.
  - Je veux acheter ..... cadeaux.
  - ..... amis de Meera sont gentils.
  - Il veut aller à ..... aéroport.
  - ..... valise de M. David est lourde.
  - C'est ..... ordinateur de Mahesh?
  - J'ai ..... belle voiture.
  - ..... cuisine est excellente au Népal.
  - Elle est ..... très bonne étudiante de français.
  - Il est ..... père de Kiran.
8. Complétez avec les adjectifs possessifs. Complete with adjective possessive.
- Quel est ..... nom et prénom?
  - Elle habite à Pokhara avec ..... parents.
  - Les touristes demandent ..... passeports à l'agence.
  - Il veut parler avec ..... ami.
  - Ouvrez ..... bagages, s'il vous plaît.
  - Quelle est ..... nationalité?
  - Elle téléphone à ..... mari.
  - C'est ..... frère?
  - Elle habite avec ..... amis en Chine.
  - Tu habites avec ..... enfants?
9. Faites des phrases à la forme négative. Make the sentences into negative form.
- |   |                                       |
|---|---------------------------------------|
| a. Le guide parle français.             | f. Vous aimez ce monument?            |
| b. Vous êtes de France?                 | g. Les clients arrivent à 9h.         |
| c. Tu aimes cette ville?                | h. Elle regarde la carte.             |
| d. La piscine est situé dans le jardin. | i. Tu restes avec moi?                |
| e. Je travaille le dimanche.            | j. Je travaille à l'agence de voyage. |
10. Cochez la bonne réponse. Tick the correct answer.
- |                                     |  |
|-------------------------------------|--|
| a. Un jardin/ une plage privé.      | f. Une voiture blanc/blanche             |
| b. Une tour/ un monument ancien.    | g. Un pantalon long/longue.              |
| c. Un climat idéal/idéale.          | h. Une maison grande/grand.              |
| d. Une chambre spacieux/ spacieuse. | i. Un employé intelligent/ intelligente. |
| e. La valise est lourd/lourde       | j. Le soleil est rond/ ronde.            |

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

Answer any **THREE** questions:

- Ecrivez les mois. Write the months.
- Présentez de vous en français. Present about yourself in French.
- Ecrivez les nombres 0 à 50. Write the numbers 0 to 50.
- Posez dix questions. Ask 10 questions.
- Ecrivez dix professions. Write 10 professions.

**SECTION D: CASE STUDY (15 MARKS)**

- Ecrivez dix pays et nationalités. Write 10 countries and nationalities.

**THE END**