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

Roll.No.........................

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

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

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

*Tick the **best** answers.*

1. What does the term macroeconomics mean?
   a. An embedded programme in economics
   b. The absence of scarcity
   c. To do with the whole economy
   d. The economy is growing

2. Which one of the followings is a factor of production?
   a. Rent
   b. Wage
   c. Interest
   d. Capital

3. The type of tourism demand where tourists are involved in the process of tourism and experienced is related to
   a. suppressed tourism demand
   b. actual tourism demand
   c. latent tourism demand
   d. none of the above

4. Under perfect competition market, seller or producer is one of the following types:
   a. price maker
   b. price taker
   c. price shaper
   d. none of the above

5. The Delphi technique of forecasting demand involves:
   a. time-series analysis
   b. regression analysis
   c. simple assumption about future
   d. asking expert opinion

6. Whether a plane flies to New York empty or full, it's .... is the same.
   a. fixed cost
   b. variable cost
   c. total cost
   d. all of the above

7. Tourism not only creates jobs in the tertiary sector, it also encourages growth in the primary and secondary sectors of industry related to one of the followings:
   a. direct effect
   b. multiplier effect
   c. induced effect
   d. none of the above

8. These factors cause significant effect in tourism yield and future but cannot be predicted..
   a. short-term factors
   b. long-term factors
   c. stochastic factors
   d. all of the above

9. If someone says that, 'tourism sector should contribute more than 10 percent of the total GDP of Nepal'. This statement is related to one of the followings:
   a. Positive Economics
   b. Normative Economics
   c. Micro economics
   d. None of the above

10. Tourism product which cannot be directly seen tasted or felt before its purchase and consumption related is to one the following features:
    a. intangibility
    b. inseparability
    c. absence of ownership
    d. heterogeneity

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1. Supply is unresponsive to a change in price refers to
   a. perfectly inelastic supply
   b. perfectly elastic supply
   c. relative elastic supply
   d. relative inelastic supply

2. Tourism resources means
   a. natural resources
   b. human resources
   c. artificial resources
   d. all of the above

3. The demand and supply functions of five star hotel rooms are $Dx = 400 - 4Px$ and $Sx = 10 + 9Px$, then equilibrium price will be
   a. 25
   b. 10
   c. 30
   d. 20

4. The payment made by a firm for the use of inputs purchased or hired from outside is called …
   a. implicit Cost
   b. explicit Cost
   c. fixed Cost
   d. none of the above

5. Investment appraisal tools in public and private sector are all except
   a. payback period
   b. average rate of return
   c. cost benefit analysis
   d. internal rate of return

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Subject: Tourism Economics   Course Code: BTTM 321/421
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 microeconomics. Explain its uses in the area of tourism and hospitality business.   [1+4]
2. List the direct, indirect and induced contribution of Tourism and Hospitality industry into economy.
                                                                                    [2+2+1]
3. How does price and output determine under a perfect competition market? Explain   [5]
4. What is the meaning of demand forecasting? Explain the significance of survey method of demand forecasting in the area of tourism and hospitality business.   [2+3]
5. Define tourism demand. Explain the different types of tourism demand.   [1+4]
6. What is the meaning of tourism supply function? Draw an individual supply curve with the help of supply schedule.   [1+4]
7. Explain the role of a private sector in the development of Travel and Tourism.   [5]
8. What are the major sources of finance in Tourism and Hospitality business? Explain   [5]
9. Write a short not on 'Tourism Multiplier Effect' with suitable examples.   [5]
10. "Tourism brings the economic value of goods and services" Justify it with suitable examples   [5]

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

Answer any THREE questions:

11. Explain the concept of movement along and shift in supply curve with a suitable diagram. Discuss the major causes of shift in tourism supply curve?   [6+4]
12. "Society has changed from a working society to a leisure society". How can you justify this statement? Explain its impact on tourism and hospitality sector.   [10]
13. Explain the factors influencing and constraining tourism demand.   [5+5]
14. What is the major difference between firm and industry? Define tourism enterprises. Explain the major objectives of tourism enterprises.   [2+2+6]
15. What is the meaning of investment appraisal? Explain the major tools of public and private sectors investment appraisal.   [3+7]

SECTION D: CASE STUDY (15 MARKS)

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

Economics questions in general as well as those specific to recreation, leisure and tourism result from scarcity. Scarcity arises from the imbalance between the resources available to make goods and services and people's demand for those goods and services which arises the concept of economics of tourism. Economics is a social science which studies how limited resources are used to try to satisfy unlimited wants. Economics is generally divided into microeconomics focusing on individuals, firms and markets and macroeconomics, focusing on the whole economy generally at the national level.

At the microeconomics level, in market economics, it is consumer preferences expressed through patterns of demand that largely determine which recreation, leisure and tourism goods and services will be supplied. Changing patterns of demand and supply create relative shortages, gluts and price changes

in different recreation, leisure and tourism markets. These signals are picked up by profit-seeking producers who adjust production and economizing consumers who adjust purchases accordingly until there is an equilibrium reached in each market at a price where demand equals supply. This is the 'invisible hand' of the market which was first explained by the early economist Adam Smith. It demonstrates in general how tourism resources are allocated among different competing sectors. At the macroeconomics level, recreation and tourism are major contributors to national income and prosperity. Their main economic impact includes expenditure, incomes, employment and foreign currency earnings.

Economics is a discipline which can help to understand leisure and tourism and provides tools to help decision-making in the areas of tourism business. The Tourism Satellite Account (TSA) is a method of measuring the direct economic contributions of tourism consumption to a national economy. Its unique approach derives from employing the principles and structure of the internationally-adopted system of national accounts to measuring the direct economic impact of tourism. It comprises a unique set of inter-related tables that show the size and distribution of the different forms of tourism consumption in a country and contributions to gross domestic product (GDP), national income, employment and other macroeconomic measures of a national economy.

Answer the following on the basis of above Case Study.

a. How does the concept of economics of tourism arise? [2]
b. Why do we need to analyze tourism in micro and macro level? [2]
c. Write the meaning of 'invisible hand' based on the idea of the case. [2]
d. What is the significance of economics in the area of tourism business? [4]
e. How would you relate the concept of TSA and its significance in the development of tourism in Nepal based on the idea of the case? [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: Computer and Information Technology

Course Code: BTTM 322/422

Time: 3: 00 Hours

Full Marks: 100   Pass Marks: 50

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

Tick the best answers.

1. _____ is a systematic series of actions that a computer uses to convert input to output.
   a. Data
   b. Information
   c. Processing
   d. None of the above

2. Which one of the following memories is non-volatile?
   a. RAM
   b. DRAM
   c. ROM
   d. None of these

3. The nerve centre of the computer is_____.
   a. Control Unit
   b. Arithmetic Logic Unit
   c. Primary Memory
   d. None of the above

4. Which one of the followings is the smallest visual element on a video monitor?
   a. Character
   b. Pixel
   c. Byte
   d. Bit

5. Which one of the followings is not an application package?
   a. Microsoft Windows
   b. Adobe Indesign
   c. Microsoft Office
   d. Open Office

6. _____is a computer program that translates programs written in high-level language into machine language, line by line.
   a. Assembler
   b. Compiler
   c. Interpreter
   d. None of the above

7. _____software is the software developed to meet the specific requirements of a particular person, institution or organization.
   a. Customized
   b. Packaged
   c. None of the above
   d. All of the above

8. An error in a computer program is called_____.
   a. Bug
   b. Debug
   c. Icon
   d. Cursor

9. A_____ is a network computer that utilizes the resources of other network computers, including other clients.
   a. Client
   b. Host
   c. Server
   d. None of the above

10. _____is the physical component used for input, processing and output work in a computer system.
    a. Software
    b. Hardware
    c. Firmware
    d. None of the above

11. _____ is a small handheld device with an optical sensor at the bottom and one or more buttons on the top.

a. Mouse

b. Joystick

c. Trackball

d. None of the above

12. _____ captures either still pictures or motion video, and with the aid of software, can transmit its video on the Internet in real-time.

a. Light pen

b. Webcam

c. Microphone

d. None of the above

13. _____ is a type of video projector for displaying video, images or computer data on a screen or other flat surface.

a. Monitor

b. Digital projector

c. Barcode reader

d. None of these

14. _____ is a high speed memory whose function is to hold the programs and data being used currently.

a. Primary memory

b. Secondary memory

c. All of the above

d. None of the above

15. BIOS is used _____.

a. By operating system

b. By compiler

c. By interpreter

d. By application software

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Semester - II

Subject: Computer and Information Technology | Course Code: BTTM 322/422

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. How are the 5th generation computers different from those of the 4th generation?
2. How are computers used in travels and tourism?
3. Write the use of the following shortcut keys in Word: CTRL+S, CTRL+U, CTRL+N, CTRL+I, CTRL+Z.
4. List any four functions of operating system.
5. What is Local Area Network? List the uses of Local Area Network
6. What is Central Processing Unit? What are three important components of a Central Processing Unit?
7. ' What is the difference between soft copy output and hard copy output?
8. Differentiate between analog and digital computers.
9. What is an internet protocol address? Differentiate between IPV4 and IPV6.
10. What is a cache memory? Why is it required in computer system?

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

Answer any THREE questions:

11. What do you understand by computer software? Explain the two types of computer software. [2+8]
12. What is a secondary memory? Explain the main types of secondary storage media. [2+8]
13. What is system bus? Explain the functions of different types of system bus with the help of block diagram. [2+8]
14. What is a register? Explain the any four types of registers. [2+8]
15. What is a computer network architecture? Explain the three different types of computer network based on architecture. [2+8]

SECTION D: CASE STUDY (15 MARKS)

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

A transport company, having 120 vehicles provides private car – taxi, carries and buses on hire basis. The major activities of the company include:

- Monitoring of vehicles engaged,
- Booking of vehicles for trips,
- Deciding the route of vehicles,
- Reimbursement to drivers,
- Testing and maintenance of vehicles before each trip,
- Billing of clients,
- Analysis of damages caused, and
- Analysis of driver`s performance, thought this is the main neglected task.

The owner of the company has recently tied up with a manufacturing company to provide trucks for dispatch of goods. The client company has a very strict monitoring system of dispatch. Any delay in reaching the destination will imply a penalty at the rate of Rs. 300 per day. Also, the transporter can enjoy an award of Rs. 300 if its truck reaches before time. A list of all possible destinations of the client – product has been given to the transporter which reflects the norm days to reach the location. Now the owner has to carefully plan out his information system. He has enough money to spend on Information Technology analysis and implement of the proposed solution, but does not know how to manage his time for making new strategies.

Questions:

    a. What kind of strategic information system would you propose for such a company?   [5]

    b. How can you help him in managing his time for making new strategies?   [5]

    c. What are the advantages of implementing Information Technology in the company?   [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: Business Communication

Full Marks: 100   Pass Marks: 50'

Course Code: BTTM 323/423

Time: 3: 00 Hours

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

Tick the best answers.

1. Haptics is the study of communication through........
   a. body language
   b. touch
   c. Personal space
   d. the tone of voice, speed of speech, and hesitation

2. Which one of the followings is a part of telephone etiquette?
   a. Take the call without disruption
   b. Never chew gum, eat or drink while you're on call
   c. Always have something available to write
   d. All of these

3. .... means to impart understanding of the message.
   a. Encoding
   b. Receiver
   c. Decoding
   d. Feedback

4. Ability to communicate effectively:
   a. is inborn
   b. can be developed
   c. cannot be developed
   d. none of them.

5. Low context culture people do not believe:
   a. time
   b. task
   c. socialization
   d. individual

6. Intercultural communication helps to mitigate
   a. conflict
   b. increase understanding between cultural values
   c. increase adaptability
   d. all of them

7. Which one of the followings indicates the correct sequence of the elements of communication in the communication process?
   a. Sender , Receiver, Channel, Message , Feedback
   b. Receiver, Feedback, Sender, Message, Channel
   c. Sender, Channel, Message, Feedback, Receiver
   d. Sender, Message, Channel, Receiver, Feedback

8. Which one of these would not be acceptable in a formal letter?
   a. Cannot
   b. Do not
   c. I am
   d. Wouldn't

9. Whom are friendly letters not written to?
   a. Relatives
   b. Close friends
   c. Family members
   d. Manufactures

10. .... is the first enemy of communication.
   a. Noise
   b. Clarity
   c. Politeness
   d. Completeness

11. Telephonic conversation is a ....
   a. visual communication
   b. verbal communication
   c. non- verbal communication
   d. written

12. The whole concept of achieving success begins with how you ....
   a. behave
   b. think
   c. work
   d. all of the above

13. Which of these should not be avoided for effective communication?
   a. Noise
   b. Planning
   c. Semantic problems
   d. wrong assumptions

14. Which one of these is not a principle of effective communication?
   a. Clarity in language
   b. Listen poorly
   c. Adequate medium
   d. Knowledge about nonverbal communication

15. On the .... it is possible to get immediate feedback.
   a. letter
   b. telephone
   c. E-mail
   d. fax

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 323/423

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. State the advantages of effective listening in communication.
2. How do high and low context cultures help communicate effectively?
3. Write the importance of feedback in a hospitality business.
4. Write the tips to improve art of speaking.
5. Explain the process of listening along with its steps.
6. Why is nonverbal training important in hospitality field? Explain with examples.
7. Explain the components of emotional intelligence.
8. Describe the communication process with a suitable diagram.
9. Write an e-mail to your friend and describe your recent trip.
10. Edit the redundant sentences :
    a. to bake cake you will need some flower.
    b. I purchased for tickets for a museum.
    c. no rooms are available in our hotel.
    d. don't lose your room card.
    e. meeting is arranged tomorrow

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

Answer any THREE questions:

11. Write an essay on "Importance of Intercultural Communication in Hospitality Field". (Write 250 words)
12. Draft a job application for the post of front desk officer in Hyatt Regency Hotel along with C.V.
13. Draft a welcome speech to low context culture people, who are going to stay in your country during the pandemic situation.
14. What are 7 C's of communication? Explain with examples.
15. What do you mean by barriers to communication? What strategies would a communicator adapt for overcoming these barriers? Explain.

SECTION D: CASE STUDY (15 MARKS)

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

    Mr. Hari Shrestha is the manager of Lorel hotel. One day, in the morning, while leaving home he had a quarrel with a person in his neighborhood on some issues. That person is a criminal who could abuse his family members. Mr. Hari, on that day, is very worried and angry too on the behavior of the neighborhood person. On that day, a meeting was held by a team of marketing experts to discuss about the different measures to over the Pandemic situation and to revive the business again .Mr. Hari could not pay attention to the discussion between them. Later on, Mr. Hari and his organization have to bear a huge loss because of his inactive participation in the meeting.

    Questions:
    a. Identify the type of barriers to communication mentioned in the above paragraph. Justify your answer.
    b. Explain any two such barriers to communication.
    c. How can we overcome the different types of barriers?

THE END

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

Roll.No...........................

Course Code: BTTM 324/424

Subject: Language I(Chinese)

Time: 3: 00 Hours

Full Marks: 100   Pass Marks: 50

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

Tick the best answers.

1. What is the meaning of "Zǎoshanghǎo"?
   a. Good night
   b. Good afternoon
   c. Good morning
   d. Good evening

2. shíyuèliùhào.
   a. July 5th
   b. Oct 6th
   c. Feb 10th
   d. Aug 6th

3. Xiànzàiwǔdiǎnèrshífēnzhōng.
   a. 2:30
   b. 3:10
   c. 5:20
   d. 12:05

4. Wǒshìxuéshēng.
   a. I'm a docter.
   b. I'm a guide.
   c. I'm teacher.
   d. I'm a student.

5. Wǒhuìshuōzhōngwén.
   a. I can speak Chinese.
   b. I can speak English.
   c. I can speak Nepali.
   d. I can speak Spanish.

6. The year 2022 write in Chinese character.
   a. 二零二二
   b. 二零一零
   c. 二零一九
   d. 二零二一

7. Translate the sentence: "wǒhěngāoxìngrènshínǐ".
   a. Nice to meet you.
   b. I want to be a tour guide.
   c. I am very happy to know you.
   d. May I come in?

8. What is the meaning of "kāfēi".
   a. Tea
   b. Coffee
   c. Water
   d. Coca cola

9. Recognize the Chinese number:"九"
   a. seven
   b. nine
   c. two
   d. ten

10. Traslate "wǒpéngyǒuhěnmáng"
    a. My friend is good
    b. My friend is not a doctor
    c. My Friend is very busy
    d. My friend is not good

11. How many tone symbols are there in chinese mandarin?
    a. 6
    b. 4
    c. 5
    d. 3

12. How to write they in chinese character?
    a. 他们是
    b. 我们
    c. 他们
    d. 你们

13. Which one is the Chinese character of we?
    a. 他们
    b. 你们
    c. 我们
    d. 他的
14. How to say thank you in Chinese pinyin?
    a. huānyíng
    b. chūqù
    c. Jìnlái
    d. xièxiè
15. What is the Meaning of 我们的 in English?
    a. My
    b. Your
    c. Our
    d. his

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

Subject: Language I(Chinese)	Course Code: BTTM 324/424
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. Please write the Chinese character of the given English word
   a. Want   b. Have   c. Book   d. North   e. New word

2. Why " Jǐ- 几 " use to ask Week day and Date and family member. Write its example.

3. Please introduce your friend, your family and Chinese Language in Chinese pinyin.

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

5. Please translate into English
   a. Nǐnyàoshénme ?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 dedōngxīhěnguì.那儿的东西很贵
   e. Wǒtīngbùdǒngnǐshuōshénme ?我听不懂你说什么

6. Write The Chinese Character of the given number.
   a. 605   b. 8870   c. 64   d. 528933   e. 40010

7. Please write the opposite word to Chinese pinyin of the given English word
   a. Very   b. short   c. Listen   d. Read   e. East side

8. Fill in the blanks
   (hěn, rén, mǎi, yě, máng, shénme)
   a.Nǐgōngzuò ----------- ma ?
   b.tājiào------------- míngzì ?
   c.tāshìměiguó------------- ma ?
   d.wǒ -------------hěngāoxìng.
   e.wǒmenqùshāngdiàn ----------- dōngxī

9. Put the words in correct order and form a right sentence.
   a.qíwǒmenqùzìxíngchē
   b.wǒxǐhuānkànhěn
   c.wǒzuòzuótiānméiliànxí
   d.shùqiánqǐng
   e.yīduōshǎoměiyuánrénmínbìqiánhuàn?

10. Explain your hobby in Chinese pinyin.

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

11. Write the number from 0-100 with Chinese character and pinyin.
12. Make the sentences with the given word in pinyin and translate it into English.

    a. píngguǒ (苹果)   b. Zhàoxiàngjī (照相机)   c. Huàn (换) d. Piào (票)
    e. Máoyī (毛衣)   f. míngcài (名菜) g. tiānqì (天气) h. huǒchē (火车) i. jiǎozi (饺子)
    j. Jīnglǐ (经理)

13. Write the conversation asking the price and buy cloths and fruits–both.
14. Arrange the word order and translate in to English.

    a. Tāmen háiziméiyǒu
    b. wǒ yīgèyǒu péngyǒufàguó
    c. hěnzhègeguìmángguǒ
    d. kòngnǐ yǒu majīntiān?
    e. nǐ wǒ zhèlǐzài děng

15. Write the names of months and weekdays in Chinese Character and pinyin.

SECTION D: CASE STUDY (15 MARKS)

16. Write the conversation about asking and sharing the birthday and the home address on telephone / mobile .

THE END

Mid-West University
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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 324/424

Time: 3: 00 Hours

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

Tick the best answers.

1. Je suis .... Katmandou.
   a. De
   b. Et
   c. Si
   d. Ou

2. Il est grand .... beau.
   a. De
   b. Et
   c. Si
   d. Ou

3. .... Vous êtes d'accord, nous allons au cinéma ce soir.
   a. De
   b. Et
   c. Si
   d. Ou

4. Je vais .... Paris.
   a. En
   b. Au
   c. aux
   d. a

5. Il va .... italie demain.
   a. En
   b. Au
   c. aux
   d. a

6. Quand vous allez .... Canada ?
   a. En
   b. Au
   c. aux
   d. a

7. Vous allez au restaurant .... à l'hôtel.
   a. De
   b. Et
   c. Si
   d. Ou

8. 77
   a. Sept sept
   b. Soixante sept
   c. Soixante dix sept
   d. Septante set

9. Nous .... au café.
   a. Allons
   b. Allez
   c. avons
   d. vont

10. On .... Nepalais.
    a. sommes
    b. etes,
    c. etez
    d. est

11. Elle .... 30 ans.
   a. est
   b. a
   c. ont
   d. es

12. 111
   a. un un un
   b. Onze cent
   c. Onze cent
   d. Cent onze

13. Tu .... à Paris ?
   a. travailles
   b. aimes
   c. regardes
   d. parles

14. Je .... parler un petit peu français.
   a. peut
   b. peux
   c. veut
   d. veux

15. Il .... manger.
   a. veut
   b. veux
   c. voulez
   d. veulent

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Semester - II

Subject: Language I(French)	Course Code: BTTM 324/424
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. Complétez avec les conjugaisons de verbe «être « :
   a. Il _____ médecin. Il travaille à l'hôpital.
   b. Nous _____ étudiants.
   c. Pourquoi tu _____ triste aujourd'hui ?
   d. Aujourd'hui, il _____ très content.
   e. Elle _____ en vacances.
   f. Nous_____ Nepalais.
   g. Elles _____ au restaurant.
   h. Vous _____ étudiant?
   i. Elle _____ très jolie.

2. Complétez avec les conjugaisons de verbe «avoir « :
   a. Il ....32 ans.
   b. Nous ....; .... un examen après une semaine.
   c. Vous .... combien de frères et de sœurs ?
   d. J'...........................une sœur et un frère.
   e. Tu .... une adresse électronique ? (avoir)
   f. Nous ....un problème. (avoir)
   g. J' .... Une question.
   h. Elle .... un chien à la maison.
   i. Vous .... Un stylo ?
   j. Il .... mal à la tête.

3. Mettez les verbes à la forme qui convient (Put the verbs in their forms:)
   a. Qu'est-ce que vous .... ce weekend ? (faire)
   b. Vous .... m'aider, s'il vous plaît? (pouvoir)
      -Oui, je .... Vous aider. (pouvoir)
   c. Tu .... un sandwich au fromage ? (vouloir)
   d. e. - Vous .... du trekking dans les Himalayas ?
      -Oui, Nous ....
   e. Tu .... du sport ? (faire)
      -Oui, je ....

4. Complétez avec les conjugaisons de verbe:
   a. Vous .... à patan ? (habiter)
   b. On .... du dal bhat tous les jours. (manger)
   c. Il........................ à Hyatt Regency. (Travailler)
   d. J'........................ le BTTM a Global college (etudier)
   e. Elle .... La télévision. (regarder)
   f. Il .... la musique (écouter)
   g. Vous .... Très bien (chanter)
   h. Nous .... Nepalais, hindi, anglais et un petit peu français (parler)
   i. Vous .... Les momos (aimer)
   j. Je suis végétarien. Je .... le poulet. (détester)

5. Complétez avec les conjugaisons du verbe "aller":
   a. Nous .... en Espagne cette semaine.
   b. Je .... à Genève, en suisse.
   c. Quand vous .... en France ?
   d. On .... Angleterre.
   e. Elle .... à Londres dimanche.
   f. Vous .... où pour les vacances ?
   g. Je .... en Chine.
   h. Sophie, elle .... au Japon.
   i. Tu .... bien ? Oui, je .... bien
   j. Vous .... bien ? Oui, je .... très bien.

6. Complétez avec les prépositions (au, à la, à l', aux):
   a. Je vais .... supermarché.
   b. Vous allez................ école.
   c. Tu vas................ piscine .
   d. Nous allons .... hotel.
   e. Je vais .... restaurant
   f. Elle va .... banque.
   g. Vous allez .... cinéma.
   h. il va .... boulangerie.
   i. Ils vont .... pâtisserie.
   j. Elle va .... maison

7. Complétez (quand, où, comment, quel, combien, combien de, qui, pourquoi):
   a. Vous allez .... ?
      -Nous allons au restaurant.
   b. Vous vous appelez .... ?
      -Je m'appelle François.
   c. .... est votre numéro de téléphone portable ?
   d. Un kilo de tomate, c'est .... ?
      -Deux Euros, s'il vous plaît.
   e. Vous avez .... frères et soeurs ?
      -J'ai un frère et une sœur.
   f. .... Vous allez en suisse ?
      -Nous allons en suisse demain.
   g. C'est .... ?
      -C'est mon ami, Paul.

h. .... vous êtes absent(e) dans la classe hier.
-*Parce que je suis malade.*

8. Écrivez les nombres en lettres.
Exemple: 100 – cent

a. 88 - ....
b. 83: ....
c. 99 - ....
d. 71: ....
e. 76 - ....

f. 96: ....
g. 92 - ....
h. 77: ....
i. 45- ....
j. 32: ....

9. Completez avec les articles définis (le, la, l', les) Complete with the definitive article (Le, la, l', les):

a. Il aime beaucoup .... frites et .... coca.
b. J'aime .... café mais je n'aime pas .... thé.
c. Elle adore .... gâteau au chocolat.
d. On aime .... Fromage.
e. Elle aime beaucoup .... salade verte.
f. On adore .... momos.
g. Tu aimes .... pomme ?.
h. Est-ce que vous aimez .... Poulet ?
i. Je n'aime pas beaucoup .... Viande.
j. Ils aiment .... Fruits et .... Legumes.

10. Écrivez les mois de l'année et les jours de la semaine en français. (Write the months of the year and days of the week in french.)

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

Answer any THREE questions:

11. Présentez votre ami en français. (Present your friend in French.)
12. Écrivez les nombres de 0 à 50 en français.
13. (Make the questions to these replies in French:

....
• Je m'appelle Ram.

....
• J'ai 20 ans.

....
• Je vais bien.

....
• Je travaille à l'hôtel

....
• Je suis réceptionniste.

....
• J'habite à Katmandou

....
• Je suis Népalais

....
• Oui, Je suis marié

....
• J'ai un frere.

• Je parle un petit peu français

14. Quelles sont vos passions? Exprimez vos passions en français. (What are your hobbies and passions. Express your hobbies in French.)

[5+ 5]

15. Complétez les phrases . Complete the sentences.

A.

DIALOGUE ①

-_____, Mademoiselle, _____ allez-vous ?

-Très _____, _____. Et vous?

-_____, merci. Comment _____ s'appelez-vous?

- _____ Margaret Pinot.

- Enchanté.

- Au revoir, Monsieur.

-_____. Mademoiselle.

Salutation Formel

DIALOGUE ②

-_____, Jean !

-Comment _____ ?

- _____ bien, merci, et _____ ?

- _____ ! Au revoir !

-_____ !

Salutation Informel

A : [_____], comment-allez-vous ?

B : Bonjour, je [_____] et vous ?

A : Bien, merci. [_____] ?

B : [_____] Laura et vous ?

A : Je m'appelle Pierre. [_____] ?

B : Je [_____] italien. Et [_____] ?

A : Je suis français. [_____] ?

B : Je suis actrice. Et vous ?

A : Je suis professeur.

B : Très bien. Je dois partir, [_____].

C : [_____].

| Je m'appelle |
| Au revoir. |
| suis |
| Bonjour |
| vais bien |
| Quelle est votre nationalité? |
| vous |
| Quelle est votre profession? |
| au revoir |
| Comment vous vous appelez? |

Present these two persons in French. (Name, Nationality, age, city and spoken languages.)

4 **Présentez les deux personnes : dites le prénom et le nom, la nationalité, l'âge, la ville et les langues parlées.**

Nom
HAYEK

Prénom
Salma

Nationalité
mexicaine et américaine

Âge
53 ans

Ville
Londres

Langues parlées
espagnol et anglais

Nom
FEDERER

Prénom
Roger

Nationalité
suisse

Âge
38 ans

Ville
Zurich

Langues parlées
français et anglais

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Semester - II

Roll.No.........................

Subject: Travel Service Operation Management II   Course Code: BTTM 325/425
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 main purpose of travel and tourism can be:
   - a. business
   - b. pilgrimage
   - c. pleasure
   - d. all of them

2. The Himalaya Drishya Resort is located at
   - a. Kathmandu
   - b. Dhulikhel
   - c. Pokhara
   - d. Nagarkot

3. Domestic tourism embraces those travelling
   - a. within their own country
   - b. outside their country
   - c. to overseas island
   - d. on overseas cruises

4. The shortest time of flights from Kathmandu to Biratnagar takes
   - a. 35 Minutes
   - b. 17 Minutes
   - c. 10 Minutes
   - d. 60 Minutes

5. 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

6. Tour package may not encompasses
   - a. hotel accommodation
   - b. entrance fee
   - c. transportation
   - d. insurance

7. Haleshi Mahadev is an ideal place for undertaking
   - a. religious tours
   - b. eco tours
   - c. historical tours
   - d. adventure

8. EP meal plan includes………
   - a. breakfast
   - b. room
   - c. lunch
   - d. dinner

9. Which one of the followings is the oldest hotel?
   - a. Hotel Shankar
   - b. Shangri-La Hotel
   - c. Hotel Dwarika
   - d. Soaltee Crown Plaza

10. In terms of a destination, what do attractions do?
    - a. Generate the visit to the destination
    - b. Accommodate tourist during the stay
    - c. Support travel
    - d. Reduce tension between visitors & residents

11. The entrance fee of Bhaktapur Durbar Square for foreigners is…..
    - a. NPR 500
    - b. NPR 1000
    - c. NPR 1500
    - d. NPR 2000

12. Which one of the followings is a part of adventure tourism?
    a. Sightseeing
    b. Bowling
    c. Bungee Jumping
    d. Chess

13. The basic elements of itinerary are.....
    a. program and Timetable
    b. destination 4A's
    c. duration
    d. all of the above

14. Transfer Procedure includes
    a. Arrival transfer
    b. Transit
    c. Departure Transfer
    d. Arrival and departure both

15. If a single room rate is USD 120 and a double room rate is USD 140, what is the amount for a Single supplement?
    a. USD 50
    b. USD 40
    c. USD 30
    d. USD 60

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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. What do you mean by a single supplement? Explain with a proper example of costing.   [3+2]
2. Write about tour operators and also describe its types.   [2+3]
3. What are the factors, that affects while formulating a package tour?   [5]
4. What are the sources of income of travel agency?   [5]
5. Write the meaning and importance of itinerary.   [5]
6. Prepare simple itinerary of 4N/5D including the Kathmandu valley.   [5]
7. Proper Communication is a major marketing tool for tour operators and travel agents. Justify your answer with suitable examples.   [5]
8. Explain the different types of cost with factors influencing the costing of package tour.   [5]
9. What are the vital points to remember during the negotiations and contracts with different travel vendors?   [5]
10. What are the various types of package tour?   [5]

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

*Answer any **THREE** questions:*

11. What is the role of operation management in the tourism industry?   [5+5]
12. Define negotiation & contract and what its importance is .   [6+4]
13. What are the factors to be considered while preparing tour brochure? Explain each with relevant examples.   [10]
14. What is complaint? Explain the means of solving client complainsts.   [5+5]
15. What are the stages of developing and planning a tour package?   [10]

SECTION D: CASE STUDY (15 MARKS)

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

Kathmandu Airport often appears in traveler's top ten lists of worst airports. With constant delays, long queues, bored and impatient staff and poor cleaning standards, Arriving into Kathmandu is simply a matter of getting out as quick as possible. Before the earthquake, Immigration was a nightmare as the officers were very slow and unprepared. Today, the new system is much faster for foreigners. Simply fill out your arrival card. More importantly, head over to the bank queue, declare the number of days you wish to stay and make your payment in US dollars. Then, considering that you have your arrival card, Make your way to the immigration desk. State the necessary information to the officer, hand over your bank receipt and receive your visa. Then go and get your bags and get out. Please mind the random bits of cargo lying around the baggage area. You must show your baggage receipt to the security staff as you exit. Lastly, a policeman will be blowing his whistle very loudly at the exit and harass passengers hanging around, so get into the car park quickly. Despite this Kathmandu airport is a great place for opening or leaving experience of the third world, and after you know what to do, you find it to be not so bad after all.

For Departure: Clear Check-In and Immigration as soon as possible. This may take a very long time, as queues tend to be obnoxious. After Immigration, do not clear Security immediately, instead find something to eat or buy. Perhaps the best solution is to go upstairs to the airport restaurant, which is run by the Radisson hotel. It is a cool, air-conditioned room and the staffs do not mind you hanging around

and getting free water. Go through security at least an hour before boarding if you are sure there will be no complications, your plane is likely to be delayed being Nepal or earlier if you are worried you will have a problem. Once you are at the gate-there really is nothing to do so keep yourself busy by doing something. If your flight is delayed, do not be too surprised.

Questions:
a. What are the problems faced by travelers at Tribhuvan Int'l Airport? [5]
b. What are the signs of improvement one can see at the international airport of Nepal? [5]
c. What are the steps required to be taken by stakeholders to improve the experience of travelers? [5]

THE END

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Semester - II

Roll.No........................

Subject: Adventure Tourism	Course Code: BTTM 326/426
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 highest degree of risk and lowest level of competence creates _____.
   a. play
   b. adventure
   c. frontier adventure
   d. misadventure

2. Adventure activity helps people expand their _____ zone.
   a. discomfort
   b. comfort
   c. luxury
   d. none of the them

3. How many eight thousanders are there in Nepal?
   a. 10
   b. 5
   c. 8
   d. 12

4. What is the fastest record of summiting all the eight thousanders?
   a. 5 Months 5 days
   b. 6 Months 6 days
   c. 7 Months 7 days
   d. 8 Months 8 days

5. _____ is the first mountain above 8000m ascended successfully.
   a. Mt. Dhaulagiri
   b. Mt Annapurna
   c. Mt. Lhotse
   d. Mt. Everest

6. The meaning of Adventure Tourism must include one term:
   a. danger
   b. ecstasy
   c. risk
   d. dream

7. Adventure tourism is affected by _____
   a. consumer trend
   b. consumer Life Style
   c. consumer Age
   d. all of them

8. _____ is considered as hedonistic tourism
   a. Adventure seeking
   b. Pleasure seeking
   c. Mountain climbing
   d. River rafting

9. The first ascent of Mount Everest took place in:.
   a. June 29, 1953
   b. May 29, 1953
   c. August 29, 1953
   d. September 29, 1953

10. Novelty means
   a. taking risk
   b. travelling to an unknown place
   c. experiencing something new
   d. doing same activities

11. Which one is the best ethical issue to be followed by the adventures tourist?
   a. Choosing long haul flights
   b. Staying at local lodges
   c. Carrying plastic bottles
   d. Cooking your own food

12. _____ is soft adventure activity
    a. Trekking
    b. Rock Climbing
    c. Rafting
    d. Bird watching

13. _____ is hard adventure activity.
    a. Back Packing
    b. Fishing
    c. Angling
    d. Caving

14. Nepal offers _____ product for adventure tourist.
    a. aerial adventure
    b. aquatic Adventure
    c. terrestrial adventure
    d. all of them

15. Which is not an aquatic adventure tourism Product?
    a. Canoeing
    b. Angling
    c. Surfing
    d. Boulder in

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Subject: Adventure Tourism	Course Code: BTTM 326/426
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 and discuss the purpose of adventure tourism. [5]
2. Compare Soft adventure tourism and Hard adventure tourism products. [5]
3. Discuss any one "theme" that helps adventure tourism shape up to this stage. [5]
4. What is meant by aerial adventure activities? Explain any one activity. [5]
5. Define anticipated reward in adventure tourism activities. [5]
6. How are adventure tourism and sustainable tourism correlated? define. [5]
7. What type of activity would appear to adventure tourism. [5]
8. Write the importance of communication management in adventure tourism. [5]
9. Write a paragraph on the topic 'Adventure and Age'. [5]
10. Write short notes on: [2.5+2.5]
    a. Bungy Jumping
    b. Rafting

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

Answer any THREE questions:

11. How did adventure tourism originate, how was it evolved, and how has it changed in recent decades? [10]

12. Which one city in Nepal can be considered as the most adventure city, and why? Give your reason. [10]

13. What are the ethics to be followed by a trekker while trekking in the Himalayan Region? [10]
14. Why is climate change is a serious and global issue on tourism business? [10]
15. Define all risk management aspects in adventure tourism. [10]

SECTION D: CASE STUDY (15 MARKS)

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

Be it in the form of social media sharing, online research and planning, or on-the-go mobile booking, today's adventure tourist is connected and active online. For that reason alone, adventure tour companies of any size should be present and accessible on the web in order to secure the unique clients of the adventure travel demographic.

Any trip involving adventurous or 'extreme' activities is made much less daunting when you have a visible structure laid out in front of you before you even leave the house. For modern adventure travelers, being able to find out everything you need to know about a potential tour activity by researching it online is a must, and why not book online while you're at it? According to social media and online tourism marketing expert Frederico Gonzalo, a full 69% of travelers begin their search online. It's estimated that you lose 25-

60% of website visitors with each click in the 'path to purchase'. If drop-offs skyrocket with even just the effort of a single mouse click, imagine how the drop-off rates must blow up when a potential customer is forced to switch devices and type in an entire phone number. Moreover, the number of adventure travel suppliers is growing very rapidly. Veteran tour companies and new companies alike must compete to reach potential clients first. This is best achieved by presenting website visitors with an eye-grabbing, informative interface, but moreover one must present the easiest, most flowing path-to-purchase. It is now more important than ever that booking be as direct and dynamic as possible.

It is more than anything else this new era of rapid, global communication that is shaping the adventure tourism industry, and fueling its growth. At every link in the chain, from planning - to booking - to sharing, adventure tourists are using the internet. Staying competitive in today's market requires that tour companies of all sizes be capable of personalized but automated online booking. Using booking software for your tour company doesn't have to be complicated, expensive, or impersonal. There's no reason to be left behind. By making the switch to online booking, every tour operator can save time, reach new customers, and watch their business grow.

a. Discuss the role of online booking in Adventure tourism boost. [5]
b. What are the pros and cons of the online booking system? [5]
c. Is the online booking system feasible in Nepal market? Give your opinion. [5]

THE END