

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BTTM (Sem.-3)
ESSENTIALS OF TOUR GUIDING**

Subject Code : BTTM-303-18

M.Code : 76796

Date of Examination : 13-12-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Answer the following :

- a) Define "Tour Guiding".
- b) Name three dimensions of tour guiding.
- c) Mention three aspects of the code of conduct for tour guides.
- d) Explain the principles of tour guiding.
- e) Name three essential skills needed to develop tour guiding skills.
- f) How can effective communication enhance the role of a tour guide?
- g) What are some common roadblocks in communication for tour guides?
- h) How does body language impact communication for tour guides?
- i) Explain the importance of microphone technique in tour commentary.
- j) Describe strategies for dealing with awkward questions from tourists.



SECTION-B

2. Explain in detail the code of conduct that tour guides should adhere to and why it is important.
3. Discuss the principles of tour guiding and how they influence the effectiveness of a tour.
4. Explore the impact of effective communication, language, posture and presentation on the success of a tour guide.
5. Discuss the significance of body language in tour guiding and how it can convey information to tourists?
6. Describe the role of humor in tour commentary and how to handle situations when tourists ask challenging questions?

SECTION-C

7. Explain the steps a tour guide should follow when handling complaints from tourists.
8. Define visitor interpretation, its principles, and the various types of interpretation.
9. Discuss the significance of popular understanding of a place and nature interpretation in tour guiding.

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SECTION-A

1. Answer briefly :

- a) Touts
- b) Body Language
- c) Communication Skills
- d) Tour Operators
- e) First Aid Kit
- f) Tourist Departure
- g) Audio Visual Aids
- h) Complaint Handling
- i) Verbal Communication
- j) Eye for detail

SECTION-B

2. Discuss the parameters of Nature Interpretation.
3. What are the techniques of managing difficult situations?
4. Explain the importance of Code of Conduct for a Tour Guide.
5. Present a tour commentary on Taj Mahal.
6. Briefly tell the history of Tour Guides.

SECTION-C

7. How the use of Technology help Guides to increase their work efficiency?
8. Explain the Job Profile of a Tour Guide.
9. What are the expectations of a tourist from a travel Guide?

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SECTION-A

I. Explain briefly the following terms :

- a) Tour guide
- b) Grooming checklist
- c) Speaking Faults
- d) Body language
- e) Tour commentary
- f) Microphone technique
- g) First aid
- h) Handling complaints
- i) Nature interpretation
- j) Code of conduct for tour guides

SECTION-B

2. Explain occupational skill standards for tour guides.
3. Explain roles and responsibilities of tour guides.
4. Explain roadblocks in communication for tour guides.
5. Explain the essential features of tour commentary of tour guides.
6. Explain the necessary guidelines for tour guides while handling complaints.

SECTION-C

7. Discuss the historical dimensions and present status of tour guiding.
8. Discuss the role of tour guides dealing with arrivals and departures.
9. Explain the principles and types of visitor interpretation.

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