

GOVERNMENT DEGREE COLLEGE, NANDIKOTKUR
DEPARTMENT OF HISTORY
SEM -V
Tourism Guidance and Operating Skills

Question Bank

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Unit 1

Short Answer Questions:

1. Define the term "tour guide."
2. What are the different types of tour guides? Provide examples.
3. Describe the role of a heritage guide.
4. What are the duties and responsibilities of a tour guide?
5. List the various roles a tour guide performs during a tour.

Long Answer Questions:

1. Explain the different types of tour guides with examples of their specific duties.
2. Discuss the responsibilities and roles of a tour guide in ensuring a successful tour.
3. Analyze the importance of having specialized guides such as nature guides and adventure guides.

Unit 2

Short Answer Questions:

1. What are the essential leadership skills for a tour guide?
2. Explain the importance of presentation skills for a guide.
3. Describe the personal hygiene and grooming standards expected of a tour guide.
4. List the key personality traits a tour guide should possess.
5. What is the significance of punctuality in guiding?

Long Answer Questions:

1. Discuss the guiding techniques a tour guide should master, focusing on leadership and communication skills.
2. Analyze the role of personality traits such as empathy and enthusiasm in a guide's profession.
3. Explain the importance of personal grooming and code of conduct for a professional guide.

Unit 3

Short Answer Questions:

1. What is guest relationship management?
2. How should a guide handle medical emergencies during a tour?
3. Explain how a guide can assist guests with special needs.
4. What steps should be taken to handle a lost passport or VISA during a tour?
5. Discuss the challenges of handling guests of different age groups.

Long Answer Questions:

1. Explain how a guide can effectively manage guest relationships during a tour.
2. Discuss the best practices for handling emergencies such as medical issues or loss of documents.
3. Analyze the approach required to manage and assist guests with different abilities or age groups.

Unit 4

Short Answer Questions:

1. What is pre-tour planning? Why is it important?
2. Explain the purpose of a route chart in conducting tours.
3. What are the security measures a guide should consider before a tour?
4. Describe the relationship between a guide and hospitality institutions.
5. List the key steps in conducting a successful tour.

Long Answer Questions:

1. Discuss the key elements involved in pre-tour planning and their significance.
2. Explain the role of coordination between tour guides and hospitality institutions in delivering a seamless experience.
3. Analyze the challenges faced during different types of tours and suggest solutions.

Unit 5

Short Answer Questions:

1. Differentiate between a travel agent and a tour operator.
2. What are the functions of a tour operator?
3. List the types of tour operations.
4. Describe the role of agencies like APTDC in the tourism industry.
5. What are the unique features of Southern Travels as a tour operating agency?

Long Answer Questions:

1. Explain the differences between travel agents and tour operators, highlighting their respective roles.
2. Discuss the various types of tour operations and their relevance to the tourism industry.
3. Analyze the functions of a tour operator and their significance in organizing tours.
4. Provide an overview of tour operating agencies like APTDC and Southern Travels, focusing on their contributions to tourism.