

2019

Part – II

TOURISM AND TRAVEL MANAGEMENT

(Tourism Policy, Planning Development Management)

(Major)

Paper – IV

Full Marks – 80

Time : 3 Hours

Write answers to Questions of each / Half / Part/ Group in separate books wherever necessary.

The figures in the right-hand margin indicate marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A

1. Answer any **ten** questions : 1×10
- (a) NAPT depicts what ?
 - (b) Distinguish between innovation and invention.
 - (c) What is the concept of management ?
 - (d) *What is sustainable tourism planning ?*
 - (e) What is career planning ?

- (f) Define Hospitality.
- (g) Define healthy human relationship.
- (h) What is the principle of directing ?
- (i) Define Heritage environment.
- (j) Mention two archaeological sites of West Bengal.
- (k) Identify the name of National Airline.
- (l) Identify two aspects of tourism products of Sikkim.

GROUP – B

2. Answer any **four** questions : 5×4
- (a) Discuss the features of tourism policy of West Bengal.
 - (b) Explain the performance appraisal and career planning in tourism.
 - (c) Briefly explain the importance of hospitality in Tourism Industry.
 - (d) Explain the role of Human Resource Management in Tourism Process.
 - (e) How far the community development is possible by tourism Industry ?
 - (f) Discuss the role of transportation in Tourism Industry.

GROUP – C

3. Answer any **five** questions : 10×5
- (a) Give an account of the civil aviation policy of the Govt. of India.
 - (b) Explain the role of planning approaches in the development of tourist destinations.
 - (c) Discuss the role of major hotels operating in India for the growth and development of tourism.
 - (d) Justify the needs of sustainable tourism planning in India.
 - (e) Explain the characteristics of pro-poor tourism development.
 - (f) Discuss the need of maintenance of tourism infrastructure and assessment of tourism carrying capacity.
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