



Name: Enrolment No:		
UNIVERSITY OF PETROLEUM AND ENERGY STUDIES End Term Examination, December 2020 Course: Personality Skills for Tourism Semester: III Program: BBA THM Time: 03 Hours Course code: HUMN 2011 Max. Marks: 100		
SECTION A(30 Marks)		
1. Each Question carries 5 Marks		
2. Instruction: Complete the statement / Select the correct answer(s) / Answer the question		
		CO
Q 1	Define Empathy with appropriate example.	CO 1
Q 2	Select the correct answers A travel professional can reduce their stress level by a. Taking out time to go on personal vacation b. Completing the most important task first c. Attending training programs on products and services	CO 2
Q 3	Select the correct answers Which question is an open-ended question a. What should be the ambience of the hotel room? b. What do you mean by a “flexible” airfare? c. Does a guided tour of a nature park interest you? d. How many people are travelling in your group?	CO 2
Q 4	The prime objective of customer service is to identify _____ of customers, interact with customers, resolve _____ issues, enhance customer _____ and foster _____, improve credibility and create customer _____.	CO 1
Q 5	Select the correct answers Customer relations skills such as courtesy and friendliness should be emphasized during a travel agency business's a. Facilities design b. Hiring process c. Technology planning d. Market research e. Training module	CO 2

Q 6	<p>Select the correct answers</p> <p>While an adventure tour guide is leading a white-water rafting group, a group member falls and breaks an ankle. What are the primary provisions the guide needs to help the injured group member?</p> <ul style="list-style-type: none"> a. Medical kit b. Map and compass c. Toolbox and flashlight d. Prescription pain medication e. Cellular phone 	CO 2
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SECTION B (50 Marks)

- 1. Each question carries 10 marks**
2. Instruction: Write short / brief notes

Q7	Illustrate the duties of a Tour guide.	CO2
Q8	Examine the process of organizing a walking tour for a group.	CO1
Q9	The Johari Window is a 2×2 matrix, centered on things about yourself that are, known and things that are unknown. It relates to both yourself and to others. Elaborate with appropriate examples.	CO3
Q10	<p>"When the situation changes, people with a good attitude can adapt, respond and excel appropriately."</p> <p>Analyze the significance of positive attitude to develop a career in hospitality industry.</p>	CO3
Q11	Examine the different forms of Non-Verbal communications with relevant examples.	CO4

Section C (20 Marks)

- 1. Answer any One question. Each Question carries 20 Marks.**
2. Instruction: Write long answer.

Q 12	<p>Sara considered herself to be a good assistant manager for her restaurant. The restaurant is part of a large, corporate chain. This restaurant chain has definitive policies on performance appraisals, and has a performance appraisal that is hierarchical, where it is based on simple goals for hourly personnel, and gets to be more complex with each and every managerial level. The performance appraisal has objective and subjective components, and is designed to help all members of the chain restaurant. The restaurant chain places value in customer service, and even has a customer loyalty program that tells management how satisfied the customers are, and how likely they are to return. The chain restaurant thus places emphasis on soft skill development. When it comes time to fill open positions, the restaurant first looks for internal candidates. The restaurant chain also believes in external recruiting, but mainly for beginning management level positions.</p>	CO4
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Evaluate the workplace benefits when soft skills are present among employees.

OR

A number of researchers have noted the importance of examining adventure tourism behavior from a psychological perspective (Brooker 1983; Cheron and Ritchie 1982), expressing the need to establish how factors such as personality characteristics affect behavior. Personality, as expressed in behavior and communication, affects travel and tourism (Fridgen 1991). Today, consumers are driving demand; therefore, understanding the underlying psychological and social dimensions that motivate consumers may offer the tourism industry insight into how to meet their changing needs.

Evaluate the relationship between personality and adventure tourism behavior.