

CBSE Question Paper – 2010

Tourism Management And Manpower Planning (Theory) paper III

Class – XII

Time allowed: 3 hour

Maximum Marks: 40

Instructions: Attempt all questions.

1. Why is manpower planning necessary in the tourism sector? 7
2. What skills are required for 8
 - (a) Transport services and
 - (b) Tour operations?
3. What techniques are used for assessment of manpower needs and quality? 7
4. What skills does hospitality service require? 8
5. How do you make a booking? What is the meaning of Reservation? 5
6. "A trained tour guide can be as important as the monuments you see on a tour." Do you agree? 10

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7. How has the use of computers improved tourism and travel services?

8

8. What is the importance of in – service training in tourism operations and services?

7

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