

**NEGOTIATION & GUIDING SKILLS FOR TOURISM**  
**BTS(SEM III) Multiple choice questions**

1. Which among the following is a type of package tour brochure?
  - a. Shell brochure
  - b. Umbrella brochure
  - c. Regular brochure
  - d. All the above
2. Which among the following is not included in a brochure?
  - a. Itinerary
  - b. Name of the firm
  - c. Details of price
  - d. Name and address of the client
3. Expand FIT
  - a. Foreign inclusive travel
  - b. Foreign independent travel
  - c. Foreign independent Tour
  - d. None of these
4. When a travel agency provide the service of a well educated, trained tour manager during the course of travel, it is known as
  - a. Escorted tour
  - b. Hosted tour
  - c. Inclusive tour
  - d. Incentive tour
5. Navy blue colour passport depicts
  - a. Ordinary passport
  - b. Official passport
  - c. Diplomatic passport
  - d. Alien's passport
6. Passport is issued by
  - a. Govt. of India
  - b. Regional Passport Office
  - c. Department of Tourism
  - d. State Government
7. Approval for A class tourist guide is given by
  - a. Government of India
  - b. Department of Archaeology
  - c. State government
  - d. None of these
8. Validity of student VISA
  - a. Duration of the course
  - b. 5 years
  - c. Duration of the course or 5 years whichever is less
  - d. None of these
9. VISA attestation is done after the person reaches the destination is called -----
  - a. Transit VISA

- b. VISA on arrival
  - c. Tourist VISA
  - d. All the above
10. Which among the following is the external factor which affect tour operation
- a. Foreign exchange rate
  - b. Weather condition
  - c. Bad publicity
  - d. All the above
11. Motivational programme provided for the employees of an organisation is known as -----
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- a. Hosted tour
  - b. Incentive tour
  - c. Inclusive tour
  - d. Escorted tour
12. Expand OAG
- a. Official Airline Guide
  - b. Official Airport Guide
  - c. Organisation for Airline Guides
  - d. None of these
13. Custom tour is also known as
- a. FIT
  - b. SIT
  - c. GIT
  - d. None of these
14. If two people booked together the same facilities & reservations, it is known as
- a. Single rate
  - b. Double rate
  - c. Multiple rate
  - d. None of these
15. Flight itineraries is included in which section of OAG
- a. Front section
  - b. Back section
  - c. Flight schedules
  - d. None of these
16. Baggage agreements is included in -----
- a. The front section of OAG
  - b. The flight schedule section
  - c. The back section of OAG
  - d. None of these
17. A dictionary of package tour available for sale by travel agencies is -----
- a. Consolidated tour manual
  - b. Tour voucher
  - c. Tour brochure
  - d. Tour package
18. The validity period of transit VISA is
- a. 1 year

- b. 6 months
  - c. One month
  - d. 15 days
19. The standard rate of a hotel room is known as
- a. Special rate
  - b. Rack rate
  - c. Group rate
  - d. None of these
20. Discounted room rate based on the purchase of pre set quantity of rooms is known as -----  
-----
- a. Special rate
  - b. Rack rate
  - c. Group rate
  - d. None of these
21. A type of tour brochure provided with black folders with printed photographs is known as
- a. Shell brochure
  - b. Umbrella brochure
  - c. Regular brochure
  - d. None of these
22. Minimum tour is commonly called as -----
- a. Hosted tour
  - b. Independent package tour
  - c. Escorted tour
  - d. Inclusive tour
23. Expand CATM
- a. Consolidated Air Traffic Manual
  - b. Consolidated Air transport Manual
  - c. Consolidated Air Tour Manual
  - d. None of these
24. Expand OHRG
- a. Official Hotel & Resort Guide
  - b. Official Hotel & Restaurant Guide
  - c. Official Hotel & Resort Group
  - d. Organisation for Hotel & Restaurant Guide
25. Which of the following is not a vendor
- a. Hotel
  - b. Airlines
  - c. Cruise companies
  - d. Travel agents
26. Ground operation is also known as
- a. Tour operator
  - b. Travel agencies
  - c. Shuttle operators
  - d. Tour wholesalers
27. ITC stands for
- a. Inclusive Tour by Charter

- b. Inclusive Tour Cost
  - c. Inclusive Travel Charter
  - d. None of these
28. Hotel accommodation that includes breakfast & either lunch or dinner
- a. AP
  - b. MAP
  - c. EP
  - d. CP
29. A tourist guide is -----
- a. An encyclopaedia
  - b. An unofficial ambassador of his country
  - c. Trained & experienced person
  - d. All above
30. A general tour doesn't include
- a. Shopping
  - b. Sight seeing
  - c. Museums
  - d. entertainment
31. A special interest tour doesn't include
- a. Shopping
  - b. Archaeological sites
  - c. Museums
  - d. Folklore
32. Which of the following is not a participant tour?
- a. Language
  - b. Age
  - c. Level of interest
  - d. Entertainment
33. The tourist who have particularized knowledge in any area is known as -----
- a. General guide
  - b. Specialized guide
  - c. Escort
  - d. None of these
34. The tourist guide who stationed at the monuments is categorized as -----
- a. A class tourist guide
  - b. B class tourist guide
  - c. Both A & B class guide
  - d. Both B & C class guide
35. Which of the following is not a component of package tour cost
- a. Accommodation cost
  - b. Transportation cost
  - c. Sight seeing cost
  - d. Shopping cost
36. Which of the following is the skill required for a tour manager?
- a. Researching
  - b. Public speaking

- c. Communication skill
  - d. Above all
37. Handling agents is -----
- a. Domestic tour operators
  - b. Incoming tour operators
  - c. Specialist tour operators
  - d. Mass market tour operators
38. Which of the following is the skill required for a tourist guide?
- a. Leadership
  - b. Patience
  - c. Sense of humour
  - d. All of above
39. Which of the following is not a supplementary accommodation?
- a. Resort
  - b. Motels
  - c. Youth hostels
  - d. Pensions
40. Which of the following is not considered as surface transportation?
- a. Travel in house boats
  - b. Travel in cars
  - c. Travel in air carriers
  - d. Travel in coaches
41. Cargo flights carry -----
- a. Passenger
  - b. Goods
  - c. Both goods and passengers
  - d. Dangerous goods
42. Which of the following is not an ancillary service?
- a. Duty-free goods
  - b. Insurance
  - c. Sale of optional excursion
  - d. Transportation facility
43. An intermediary who does not sell products & services to the public is-
- a. Wholesaler
  - b. Retailer
  - c. Producer
  - d. Consumer
44. The retailer in travel trade is ----
- a. Tour operators
  - b. Travel agencies
  - c. Service providers
  - d. None of these
45. The wholesaler in travel trade is ----
- a. Tour operators

- b. Travel agencies
  - c. Service providers
  - d. None of these
46. Price reduction for the sale of large number of units is called -----
- a. Discount
  - b. Fare
  - c. Volume discount
  - d. None of these
47. A tour wholesaler who sells package vacations is called -----
- a. Travel agent
  - b. Tour operator
  - c. Tour wholesaler
  - d. None of these
48. A tour wholesaler who sells tour components individually, without assembling them is called ----
- a. Travel agent
  - b. Tour operator
  - c. Co-ordinator
  - d. Consolidator
49. Net fare of an airline ticket is -----
- a. Discounted fare
  - b. Actual fare
  - c. Premium fare
  - d. None of these
50. Net fares are offered by the airline to
- a. The general public
  - b. Travel agencies
  - c. Tour operators
  - d. Both travel agencies & tour operators
51. When a consolidator reserves or pre-pays large quantity of seats, it is called -----
- a. Reservation of airline seats
  - b. Blocks
  - c. Booking file
  - d. None of these
52. The cut-off date is also known as -----
- a. Option date
  - b. Expiry date
  - c. Maturity date
  - d. None of these
53. The discount rate is provided for the tour operators for purchasing hotel rooms is called
- a. Discount
  - b. Room quota
  - c. Net fare

- d. Bulk fare
54. Which among the following components can't get discount?
- a. Hotel room
  - b. Airline seats
  - c. Car rentals
  - d. Entrance fee
55. Before designing a tour, the tour operator should consider ---
- a. Purpose of the trip
  - b. Length of stay
  - c. Client budget
  - d. All of the above
56. Departure city is ----
- a. The origin point of a journey
  - b. The destination point of a journey
  - c. Intermediate point
  - d. None of these
57. Booking file should include
- a. Name field
  - b. Phone field
  - c. Itinerary
  - d. Above all
58. Place in an itinerary means ---
- a. Components in an itinerary
  - b. Time gap between two activities
  - c. Facilities
  - d. None of these
59. An off center fold brochure providing a front sheet smaller than the second is called ----
- a. Central fold
  - b. Small booklet
  - c. Leaflets
  - d. Gate fold
60. Each portion of an itinerary is called as -----
- a. Division
  - b. Segment
  - c. Group
  - d. None of these
61. The trip which originates and ends in the same point is called
- a. Circle trip
  - b. Round trip
  - c. Excursion trip
  - d. None of these
62. The first city in a segment is called -----

- a. Board point
  - b. Arrival point
  - c. Off point
  - d. None of these
63. The second city in a segment is called ---
- a. Board point
  - b. Departure point
  - c. Origin point
  - d. Off point
64. Board point is also known as ---
- a. Off point
  - b. Departure point
  - c. Intermediate point
  - d. Arrival point
65. Departure point is also known as ----
- a. Off point
  - b. Arrival point
  - c. Board point
  - d. Intermediate point
66. Off point is also known as
- a. Arrival point
  - b. Board point
  - c. Departure point
  - d. Origin point
67. Arrival point is also known as
- a. Board point
  - b. Departure point
  - c. Off point
  - d. Origin point
68. A flight which does not make any stop between origin & destination is called
- a. Direct flight
  - b. Non stop flight
  - c. Connecting flight
  - d. None of these
69. A direct flight with one or more stops is called ---
- a. Direct flight
  - b. Non stop flight
  - c. Connecting flight
  - d. None of these
70. Two or more flights between the origin & destination is called
- a. Direct flight
  - b. Non stop flight



- c. Connecting flight
  - d. None of these
71. Initial segment of a journey is called
- a. Outbound segment
  - b. Return segment
  - c. Air segment
  - d. None of these
72. The departure segment of a journey is called
- a. Outbound segment
  - b. Return segment
  - c. Air segment
  - d. None of these
73. The transportation segment in a flight itinerary is called
- a. Outbound segment
  - b. Return segment
  - c. Air segment
  - d. None of these
74. A point in connection where a change of aircraft occurs is called
- a. Connecting point
  - b. Transfer point
  - c. Transit point
  - d. Stop over point
75. When a passenger doesn't return to the origin point, it is called as
- a. Circle trip
  - b. Round trip
  - c. One-way trip
  - d. None of these
76. Change of flights from one carrier to another carrier is called
- a. Interline connection
  - b. Connection flight
  - c. Direct flight
  - d. None of these
77. A tour offered to the tour escorts of travel managers to familiarise with the package is called as
- a. Conducted tour
  - b. Grand tour
  - c. Familiarisation trip
  - d. None of these
78. Wholesale literature include ---
- a. Catalogues
  - b. Brochures
  - c. Published lists
  - d. Above all

79. Expand BSP

- a. Billing & Settlement Plan
- b. Billing & Settlement Procedure
- c. Billing & Sales Plan
- d. None of these

**ANSWERS**

1.D	2.D	3.B	4.A	5.A	6.B	7.A	8.C	9.B	10.D	11.B	12.A
13.C	14.B	15.A	16.C	17.A	18.D	19.B	20.C	21.A	22.B	23.C	24.A
25.D	26.C	27.A	28.B	29.D	30.C	31.A	32.D	33.B	34.D	35.D	36.D
37.B	38.D	39.A	40.C	41.B	42.D	43.A	44.B	45.A	46.C	47.B	48.D
49.A	50.D	51.B	52.A	53.B	54.D	55.D	56.A	57.D	58.B	59.D	60.B
61.A	62.A	63.D	64.B	65.C	66.A	67.C	68.B	69.A	70.C	71.A	72.B
73.C	74.A	75.C	76.A	77.C	78.D	79.A					