

# Travel and Tourism

## NEW SYLLABUS

Full Marks: (75T + 25P)

Teaching Hrs: 150

### I. Introduction

The purpose of this course is to introduce and impart students with the entry level skills require in the tourist industry such as airlines ticketing, tour, trek and rafting operations. This is also a theoretical-cum- practical course which consists of fourteen units.

### II. General Objectives

The general objectives of this course are to:

- motivate and prepare students to attain next (bachelor's) level of tourism management course;
- introduce students with the operational aspects of tourism industry in general and travel; trekking and rafting agencies in particular; and
- impart the students with entry level skill requirement of the travel, trekking, and rafting agencies.

### III. Specific Objectives

The students at the end of this course will be able to:

- refer schedules, tariff and other major travel/tourism related documents;
- receive and respond to the tourists need;
- suggest and prepare simple travel, tour, trek and rafting itinerary;
- prepare quotation of the simple itinerary prepared by them; and
- read, write and act on passenger ticket.

### IV. Course Contents

#### **Tour Trek and Raft (Part I)**

##### **Unit 1: Tourism Marketing**

- Basic concepts of general marketing • Concepts of tourism marketing • Specific features of tourism marketing - tourism Marketing Mix

##### **Unit 2: Tourism Product**

- Meaning of product, Product concepts • Itinerary Designing - Basic elements -Importance - Consideration - Simple tour itinerary designing - Simple trekking itinerary designing - Simple rafting itinerary designing

##### **Unit 3: Tourism Product Pricing**

- Meaning of pricing • Concept of pricing (tariff) in tourism • Referring tariffs - Hotel tariff - Trekking and Rafting tariff - Transport tariff - Refund

##### **Unit 4: Tourism Channels of Distribution**

- Meaning and aspects of distribution • Concepts of channels of distribution in tourism • Tourism distribution channel members

##### **Unit 5: Tourism Promotion**

- Meaning of promotion • Concept of promotion in tourism • Advertising • Public relation • Sales support

##### **Unit 6: Salesmanship**

- Desirable traits of salesman • Meaning and importance of sale • Customer relation technique • Communication skill • Understanding visitor's profile

**Unit 7: Tourism Sales Process**

- Reservation - Meaning, need, importance - Reservation process - Hotel Reservation - Transport reservation - Service order (charge/voucher)

**Unit 8: Receptions and Transfers**

- Arrival transfer - Importance and process • Departure transfer - importance and process • Reception and Briefing • Do's and don'ts

**Travel (Airlines) (Part II)****Unit 9: Travel Information**

- Source of travel information • TIM (Travel Information Manual) - Role and importance - Passport - Visa - Health Regulation - Custom - Airport tax - Currency

**Unit 10: OAG (World Airways) Flight Guide Book**

- Meaning and its role in providing travel information • Introduction to international coding and decoding system • Baggage allowance • International time calculation. • How to refer published time table (schedules published by airlines)

**Unit 11: Basics of Airfare**

- General rules of airfare (basics of airfare) • Deportees, inadmissible passengers, refusal to transfer • Refund, No show • Types of airfare

**Unit 12: Passenger Air Ticket**

- Meaning and importance • IATA Ticketing - General rules regarding IATA ticketing - Composition of IATA ticketing • Read write and act on passenger ticket

**Unit 13: Dealing with Travel Related Documents**

- PTA (Prepaid Ticket Advice) • MCO (Miscellaneous Charge Order) • BSP (Bank Settlement Plan) • Credit Cards, Traveler's cheque

**Unit 14: Computer Application in Tourism**

- Computer application • Computer Reservation System (CRS)

**V. Breakdown of Classes Hours**

S.N. Unit A	Subject	Theory Class room	Demonstration / practical	Total hours
1.	Tourism Marketing	6		6
2.	Tourism Product	8	10	18
3.	Tourism Product Pricing	7	10	17
4.	Tourism Channel of Distribution	8		8
5.	Tourism Promotion	15		15
6.	Salesmanship	7	4	11
7.	Tourism Sales Process	5	5	10
8	Reception and Transfers	15		15
	<b>Total</b>	<b>71</b>	<b>29</b>	<b>100</b>
<b>Unit B</b>				
9	Travel Information	10	5	15
10	OAG (World Airways) Flight Guide Book	5	5	10
11	Basics of Airfare	10		10
11	Air Ticket	4	6	10
12	Travel Documents	5		5
	Computer Reservation	1	4	5
	<b>Total</b>	<b>30</b>	<b>20</b>	<b>50</b>
	<b>Total</b>	<b>100</b>	<b>50</b>	<b>150</b>

## VI. Evaluation Guide/Marks Allocation

25 percent marks is allocated for practical activity as mentioned in section VII and VIII.

	To be asked	To be answered	Marks
Comprehensive Answer Questions	3	2	$10 \times 2 = 20$
Short Answer Questions	9	7	$7 \times 5 = 35$
Very Short Answer Questions	10	10	$10 \times 2 = 20$
Practical - Study tour, report preparation and presentation			25
<b>Total</b>	<b>22</b>	<b>19</b>	<b>100 marks</b>

## VII. Practical Activity

Students are involved in practical exercises as follows:

### Classroom Practice

Students are required to prepare/ maintain files containing two parts

**Part I:** Participate in Tour and/or, trek and /or rafting programme etc and prepare itinerary, make bookings/reservation, refer/find out tariff and compute prices as per the itinerary

### Part II: Travel /Airlines

1. Prepare flight detail of a passenger
2. Issue flight reservation as per the flight detail.
3. Collect related flight schedules and fare.
4. Issue air ticket as per the bookings and flight details.

## VIII. Annual Practical Examination

Annual examination should be held under the supervision of the official deputed from HSEB. The official from HSEB has to verify the internal assessment marks with the student's performance and record maintained by the institution.

Out of 25 marks assigned for practical, 15 marks have been set aside for classroom performance and practical works to be evaluated by the concerned teacher. 10 marks have been set aside for the Annual Practical Examination to be held under the supervision of the official deputed from HSEB (External examiner).

Evaluation system should follow the followings. The official deputed from HSEB has to verify/ endorse the evaluation form and other supporting documents maintained by the teacher/institution. The official will fill in the Annual Evaluation Format being prescribed by HSEB, along with the Internal Evaluation Form and submit to Higher Secondary Education Board, Office of The Controller of Examination. For the evaluation purpose the external examiner deputed from HSEB will organize oral/ written and practical examinations within the framework prescribed by course and Teaching Manual.

Teachers/ institutions are requested to consider following points while evaluating student's performance.

1. **Attendance:** Teachers are advised to evaluate the regularity of students. It is expected to be minimum 75%.
2. **Classroom performance / Practical performance:** Teachers are advised to give home assignments and involve students in practical. The grading should be done on the basis of their participation and performance. Teachers should evaluate on their understanding of the subject matter. Short answer questions should be asked in the classroom to find out their level of understanding. Classroom/practical performance should also include homework and reports maintained in file. Each student needs to maintain a homework copy. The teachers are required to check/evaluate the file and home work on a regular basis.
3. **Tour and Travel File:** Each student is required to prepare a file as per the Teaching Manual.
4. **Grooming:** Students should be well groomed.
5. Marks obtained in different term/unit examinations should be filled up in the form as mentioned in the Teaching Manuals.

**IX. Reference books:**

1. Ghimire, Ananda (2007), Travel and Tourism Practical Approach, Kathmandu: Ekta Books Distributors.
2. Ghimire, Ananda (2009), A Text book on Tourism- XI, Kathmandu: Ekta Books distributors.
3. Bhatia, A. K. (1995), Tourism Development Principles and Practices, Sterling Publishers Pvt. Ltd.
4. Bista, Dor Bahadur, People of Nepal.
5. Thapa, Netra B. (1996), A Short History of Nepal.
6. Nepal Tourism Board - Various Publications.
7. Collin, P.H., Dictionary of Hotels, Tourism and Catering Management.
8. Knowles, Peter, White Water Nepal.
9. Kunwar, Ramesh Raj, Tourism and Development Science and Industry Interface.
10. Bezruchka, Stephen, A Guide Trekking In Nepal.
11. Puri, Uddav (2065), Travel and Tourism Management, Kathmandu: Taleju Publication.
12. Puri, Uddav (2065), Tourism Management, Kathmandu: Taleju Publication.
13. Puri, Uddav (2065), Tourism Development, Kathmandu: Taleju Publication.
14. Satyal, Y.R, Essentials of Tourism.
15. His Majesty's Government, Nepal Tourism Statistics.
16. Nepal in Maps.
17. Promotional materials developed by tourism enterprises.
18. Publications of Associations and organizations (WTO, PATA, IATA, HAN, TAAN, etc).
19. Travel magazines and journals.
20. Government rules and regulations regarding tourism.

**HSEB EXAM 2073 (NEW COURSE)****Group 'A' Very short answer questions****Attempt all the questions.****[10×2=20]**

- |   |     |
|---|-----|
| 1. What is service in tourism?<br>पर्यटनमा सेवा भनेको के हो ?               | [2] |
| 2. What is tailor made itinerary?<br>Tailor made itinerary भनेको के हो ?    | [2] |
| 3. What is tariff?<br>दरभाउ भनेको के हो ?                                   | [2] |
| 4. What is the difference between BB and MAP?<br>BB र MAP मा के भिन्नता छ ? | [2] |
| 5. What is single supplement?<br>सिङ्गल सप्लिमेन्ट भनेको के हो ?            | [2] |
| 6. What is formal communication?<br>औपचारिक सञ्चार के हो ?                  | [2] |
| 7. What is e-ticketing?<br>ई-टिकेटिङ्ग भनेको के हो ?                        | [2] |
| 8. What is passport?<br>पासपोर्ट भनेको के हो ?                              | [2] |
| 9. What is selling?<br>Selling भनेको के हो ?                                | [2] |
| 10. What is no show?<br>No Show भनेको के हो ?                               | [2] |

**Group 'B' Short answer questions****[7×5=35]****Attempt any seven questions**

11. What is an itinerary? Describe its type.  
Itinerary भनेको के हो ? यसका प्रकारहरू व्याख्या गर्नुहोस् ।

[5]

12. What are the basic points need to be considered while referring transport tariff. [5]  
यातायात दर निर्धारण गर्दा ध्यान पुऱ्याउनु पर्ने बुँदाहरू के के हुन् ?
13. Who are the channel members of tourism? Describe their roles. [5]  
पर्यटनमा वितरकहरू को को हुन् ? यिनीहरूको भूमिकाको बारेमा लेख्नुहोस् ।
14. Write down the information need to be included in service order. [5]  
Service order मा उल्लेख गर्नु पर्ने सूचनाहरू लेख्नुहोस् ।
15. What are the points need to be considered while planning advertisement in tourism? [5]  
पर्यटनमा विज्ञापनको योजना गर्दा ध्यान पुऱ्याउनु पर्ने बुँदाहरू के के हुन् ?
16. Write down the provisions regarding baggage allowance in travel. [5]  
हेवाइयात्राको क्रममा व्यागेज सुविधाका बारेमा भएका प्रावधानहरू लेख्नुहोस् ।
17. Write down the significance of TIM (Travel Information Manual) in international travel. [5]  
अन्तर्राष्ट्रिय यात्राको क्रममा TIM को महत्त्वका बारेमा लेख्नुहोस् ।
18. What is visa? Write down any five types of visa. [5]  
भिसा भनेको के हो ? भिसाका कुनै पाँच प्रकारहरू लेख्नुहोस् ।
19. If flight left Lhasa local time at 08:20 and arrive Kathmandu local time at 07:10 what is the flight duration from Lhasa to Kathmandu. Present your answer in detail of calculation. [5]  
Kathmandu GMT + 05:45  
Lhasa GMT + 08:00  
ल्हासाको स्थानीय समय ०८:२० बजे उडेको जहाज काठमाडौँको स्थानीय समय ०७:१० बजे अवतरण गर्छ भने ल्हासा काठमाडौँको उडान समय पूर्ण हिसाब गरेर देखाउनुहोस् ।  
काठमाडौँ GMT बाट +०५:४५  
ल्हासा GMT बाट + ०८:०० मा छ ।

### Group 'C' Long answer questions

Attempt any two questions.

[2×10=20]

20. What is airfare? Describe the different types of airfare. [10]  
एयर फेयर भनेको के हो ? यसका विभिन्न प्रकारहरू वयान गर्नुहोस् ।
21. What is tourism marketing? Write down the importance features of tourism marketing. [10]  
पर्यटन बजार भनेको के हो ? पर्यटन बजारका महत्त्वपूर्ण विशेषताहरू लेख्नुहोस् ।
22. Explain the procedures to be applied during departure transfer. [10]  
पर्यटन प्रस्थानमा अपनाउनुपर्ने तौर तरिकाहरू व्याख्या गर्नुहोस् ।

### HSEB EXAM 2072 (SUPPLEMENTARY)

#### Group 'A' Very short Answer Questions

Attempt all questions.

[10×2=20]

1. What is product in tourism? [2]  
पर्यटनमा वस्तु भनेको के हो ?
2. What is channel of distribution in tourism? [2]  
पर्यटनमा वितरण प्रणाली भनेको के हो ?
3. What is the difference between EP and AP? [2]  
EP र AP मा के फरक छ ?
4. Write down the full forms. (पूर्णरूप लेख्नु होस् ।) [2]  
PTA, PAT, PNR, TTL.
5. What is 'No show'? [2]  
No show भनेको के हो ?
6. What is public relation? [2]  
जन-सम्पर्क भनेको के हो ?
7. What is service voucher? [2]  
Service voucher भनेको के हो ?
8. What is single supplement? [2]  
Single supplement भनेको के हो ?

9. Who are the deportees? [2]  
Deportees भनेको के हो ?
10. What is passport? [2]  
पासपोर्ट भनेको के हो ?

### Group 'B' Short Answer Questions

Attempt any seven questions.

[7×5=35]

11. What is the itinerary? What are the basic elements of an itinerary? [5]  
आइटनररी भनेको के हो ? आइटनररीका आधारभूत तत्वहरू के के हुन् ?
12. What is Hotel Plan? Describe Hotel Plans with examples. [5]  
होटल प्लान भनेको के हो ? होटल प्लानहरू उदाहरण सहित व्याख्या गर्नु होस् ।
13. Write down the general rules regarding refund. [5]  
रकम फिर्ता गर्दाका साधारण नियमहरू लेख्नु होस् ।
14. What is promotion? Why promotion is necessary in tourism? [5]  
प्रवर्धन भनेको के हो ? पर्यटनमा प्रवर्धन किन आवश्यक छ ?
15. What are the desirable traits of tourism salesperson? [5]  
पर्यटन विक्रेतामा हुनु पर्ने आवश्यक गुणहरू के के हुन् ?
16. Write down the information need to be included in Hotel Reservation Request. [5]  
Hotel Reservation Request मा समाविष्ट गर्नु पर्ने तथ्यहरू लेख्नु होस् ।
17. If a flight from Kathmandu to Singapore left Kathmandu local time at 0910 and arrives Singapore local time at 1745, calculate the flight duration from Kathmandu to Singapore, Present your calculation in detail. Kathmandu is +0545 hours of GMT. Singapore is +0800 hours of GMT. [5]  
यदि काठमाडौंबाट सिङ्गापुर उडान काठमाडौंको स्थानीय समय अनुसार ०९१० मा उड्छ र सिङ्गापुरको स्थानीय समय १७४५ मा अवतरण गर्छ भने काठमाडौंबाट सिङ्गापुरको उडान समय हिसाब गरेर निकाल्नु होस् । हिसाबको पूर्ण विवरण देखाउनु होस् । काठमाडौं GMT बाट +०५४५ मा छ, सिङ्गापुर GMT बाट +०८०० मा छ ।
18. What is visa? Describe any five types of visa. [5]  
भिसा भनेको के हो ? कुनै पाँच प्रकारका भिसाहरूको व्याख्या गर्नु होस् ।
19. Write down the importance and usefulness of Official Airlines Guide (OAG). [5]  
Official Airlines Guide (OAG) को आवश्यकता र उपयोगिता बारे लेख्नु होस् ।

### Group 'C' Long Answer Questions

Attempt any two questions.

[2×10=20]

20. What is tourism marketing? Write down the specific features of tourism marketing. [10]  
पर्यटन बजार व्यवस्थापन भनेको के हो ? पर्यटन बजार व्यवस्थापनका मुख्य मुख्य विशेषताहरू लेख्नु होस् ।
21. Write down the step by step process of departure transfer. [10]  
प्रस्थान सेवाको तौर तरिका क्रमबद्ध रूपमा लेख्नु होस् ।
22. Describe different types of passenger airfare. [10]  
हवाई यात्रु भाडादरबारे व्याख्या गर्नु होस् ।

## HSEB EXAM 2072 (NEW COURSE)

### Group "A" Very Short Answer Questions

Attempt ALL questions.

[10 ×2=20]

1. What is market in tourism? [2]  
पर्यटनमा बजार भनेको के हो ?
2. What is advertisement? [2]  
विज्ञापन भनेको के हो ?
3. What is visa? [2]  
भिसा भनेको के हो ?

4. What is the difference between MAP and AP. [2]  
MAP र AP मा के फरक छ ?
5. Write down the full forms of PNR, TTL, PTA, GMT [2]  
PNR, TTL, PTA, GMT को पूर्ण रूप लेख्नुहोस् ।
6. What is brochure? [2]  
ब्रोस्युर भनेको के हो ?
7. What is IATA fare? [2]  
IATA भाडा भनेको के हो ?
8. What is service voucher (service order)? [2]  
सर्विस भौचर (सर्विस अर्डर) भनेको के हो ?
9. What is Double Share Basis? How is it calculated? [2]  
Double Share Basis भनेको के हो ? यो कसरी निर्धारण गरिन्छ ?
10. What is public relation? [2]  
जनसम्पर्क भनेको के हो ?

### Group "B" Short Answer Questions

Attempt any **Seven** questions.

[7×5=35]

11. What is itinerary? Differentiate between tailor-made itinerary and readymade itinerary. [5]  
आइटनररी भनेको के हो ? टेलरमेड आइटनररी र रेडिमेड आइटनररीमा फरक लेख्नुहोस् ।
12. What is advertisement? Describe any five types of printed promotional materials used in tourism. [5]  
विज्ञापन भनेको के हो ? पर्यटनमा प्रयोग गरिने कुनै पाँच प्रकारका छापिएका प्रवर्द्धन सामग्रीहरूबारे व्याख्या गर्नुहोस् ।
13. Write down the specific features of tourism marketing. [5]  
पर्यटन बजार व्यवस्थापनका मुख्य मुख्य विशेषताहरू लेख्नुहोस् ।
14. What is channel of distribution in tourism? Describe any three types of channel members used in tourism. [5]  
पर्यटनमा वितरण व्यवस्था भनेको के हो ? पर्यटनमा प्रयोग हुने कुनै तीन प्रकारका वितरणहरूको बारेमा व्याख्या गर्नुहोस् ।
15. Write down the information need to be included in Hotel Reservation Request. [5]  
Hotel Reservation Request मा समाविष्ट गर्नु पर्ने तथ्यहरू लेख्नुहोस् ।
16. What are the sources of travel information? [5]  
यात्राका सूचना स्रोतहरू के के हुन् ?
17. What is passport? Describe any five types of passport. [5]  
पासपोर्ट भनेको के हो ? कुनै पाँच प्रकारका पासपोर्टहरूका बारेमा व्याख्या गर्नुहोस् ।
18. If a flight from Kathmandu to Frankfurt left Kathmandu local time at 09:10 and arrives at Frankfurt local time at 17:20, calculate the flight duration from Kathmandu to Frankfurt. Present your calculation in detail. Kathmandu is +05:45 hours of GMT. Frankfurt is +01:00 hours of GMT. [5]  
यदि काठमाडौंबाट फ्राङ्कफर्टको उडान काठमाडौंको स्थानीय समय ०९:१० मा उड्छ र फ्राङ्कफर्टको स्थानीय समय १७:२० मा अवतरण गर्छ भने काठमाडौंबाट फ्राङ्कफर्ट उडान समय हिसाब गरेर निकाल्नुहोस् । हिसाबको पूर्ण विवरण देखाउनुहोस् । काठमाण्डौं GMT बाट +05:45 मा छ । फ्राङ्कफर्ट GMT बाट +01:00 मा छ ।
19. Write down the information provided by TIM. [5]  
TIM ले प्रदान गर्ने सूचनाहरूकोबारे लेख्नुहोस् ।

### Group "C" Long Answer Questions

Attempt any **two** questions.

[2×10=20]

20. What is tourism product? Write down the components of tourism product. [10]  
पर्यटन वस्तु भनेको के हो ? पर्यटन वस्तुका तत्वहरूको बारे लेख्नुहोस् ।
21. Write down the step by step process of arrival transfer. [10]  
आगमन सेवाको तौर तरिका क्रमबद्ध रूपमा लेख्नुहोस् ।

22. Describe the provisions regarding passenger baggage allowance for international air traveller. [10  
अन्तर्राष्ट्रिय हवाई यात्रुको सामान निःशुल्क परिवहनका बारेमा भएका प्रावधानहरूको व्याख्या गर्नुहोस् ।

### HSEB EXAM 2071 (SUPPLEMENTARY)

#### Group "A" Very Short Answer Questions

Attempt ALL questions.

[10×2=20]

1. Write full form (पूर्णरूप लेख्नुहोस्) [2]  
GMT, TIM, QAG, PAT
2. What is service in tourism? [2]  
पर्यटनमा सेवा भनेको के हो ?
3. What is public relation? [2]  
जनसम्पर्क भनेको के हो ?
4. What is product in tourism? [2]  
पर्यटनमा वस्तु भनेको के हो ?
5. What is tourism marketing? [2]  
पर्यटन बजार व्यवस्थापन भनेको के हो ?
6. What is no-show? In which case no-show is not applicable? [2]  
No-show भनेको के हो ? कुन कुन अवस्थामा No-show लाग्दैन ?
7. What are the items included in hand carry baggage during the air travel? [2]  
हवाई यात्राको क्रममा हाते भोलामा सामावेश गरिने सामान अन्तर्गत के के पर्छ ?
8. Write down the difference between airport tax and airfare. [2]  
विमानस्थल कर र हवाई भाडादरको फरक लेख्नुहोस् ।
9. What is channel of distribution in tourism? [2]  
पर्यटनमा वितरण प्रणाली भनेको के हो ?
10. What is visa? [2]  
भिषा भनेको के हो ?

#### Group "B" Short Answer Questions

Attempt any seven questions.

[7×5=35]

11. What is passport? Describe any five types of passports. [5]  
पासपोर्ट भनेको के हो ? कुनै पाँच प्रकारका पासपोर्टहरूको व्याख्या गर्नुहोस् ।
12. What is double/twin share basis and single supplement? Explain with examples. [5]  
डबल शेयर बेसीस र सिङ्गल सप्लिमेन्ट भनेको के हो ? उदाहरण सहित व्याख्या गर्नुहोस् ।
13. Write down the points need to be considered while referring hotel rate. [5]  
होटेल दरभाउ निर्धारण गर्दा ध्यान पुऱ्याउनु पर्ने बुँदाहरू लेख्नुहोस् ।
14. What are the basic qualities of a tourism staff? [5]  
पर्यटन कर्मचारीमा हुनु पर्ने गुणहरू के के हुन् ?
15. What is the flight duration, if a flight left Kathmandu at 08.15 hours and arrives Doha at 10:45 hours local time? Present your answer in detail of calculation. Kathmandu is to +05:45 of GMT Doha is +03:00 of GMT. [5]  
यदि एउटा उडान काठमाण्डौबाट ०८:१५ बजे उड्दछ र दोहामा १०:४५ बजे अवतरण गर्छ भने उडान समय कति भयो ? हिसाब पूर्ण रूपमा गरेर देखाउनुहोस् ।



16. What are the points need to be considered while providing departure transfer? [5]  
पर्यटक प्रस्थान सेवामा ध्यान पुऱ्याउनु पर्ने बुँदाहरू के के हुन् ?
17. Describe any five types of printed materials used in tourism promotion. [5]  
पर्यटन प्रबर्द्धनमा प्रयोग हुने कुनै पाँच प्रकारका मुद्रित सामग्रीहरूको व्याख्या गर्नुहोस् ।
18. What are the information need to be included in hotel reservation? [5]  
होटल रिजर्भसनमा समावेश गरिनु पर्ने सूचनाहरू के के हुन् ?
19. Describe the special promotional air fares. [5]  
हवाई भाडाका विशेष प्रबर्द्धनका शुल्कहरूबारे व्याख्या गर्नुहोस् ।

### Group "C" Long Answer Questions

Attempt any **two** questions. [2×10=20]

20. Describe the provisions regarding the passenger baggage allowance. [10]  
यात्रुको सामान निःशुल्क परिवहनको बारेमा भएको व्यवस्था बारेमा व्याख्या गर्नुहोस् ।
21. What are the components of tourism product? Describe. [10]  
पर्यटन वस्तुका अङ्गहरू के के हुन् ? व्याख्या गर्नुहोस् ।
22. What is itinerary? Mention the points need to be considered while preparing an itinerary. [10]  
आइटिनरी भनेको के हो ? आइटिनरी बनाउँदा ध्यान दिनु पर्ने बुँदाहरू उल्लेख गर्नुहोस् ।

### HSEB EXAM 2071 (NEW COURSE)

#### Group "A" Very Short Answer Questions

Attempt **ALL** questions. [10 × 2 = 20]

1. What is channel of distribution in tourism? [2]  
पर्यटनमा वितरण प्रणाली भनेको के हो ?
2. What is amenity? [2]  
एमिनिटी भनेको के हो ?
3. What is difference between AP and MAP? [2]  
AP र MAP मा के फरक छ ?
4. Why reservation is necessary in tourism? [2]  
पर्यटनमा किन रिजर्भसन आवश्यक पर्दछ ?
5. Write full form (पूर्णरूप लेख्नुहोस्) [2]  
MCO, GDS, PNR, TTL
6. What is advertisement? [2]  
विज्ञापन भनेको के हो
7. What is folder and for what purpose it is used? [2]  
Folder भनेको के हो र यसको उपयोग किन गरिन्छ ?
8. What is passport? [2]  
पासपोर्ट भनेको के हो ?
9. What is Prepaid Ticket Advise (PTA) ? [2]  
प्रिपेड टिकट एडभाइस् भनेको के हो ?
10. What is no-show? [2]  
नो-सो भनेको के हो ?

#### Group "B" Short Answer Questions

Attempt any **Seven** questions. [7×5=35]

11. What are the points need to be considered while referring Transport Rate? [5]  
गाडी भाडा निर्धारण गर्दा ध्यान दिनुपर्ने कुराहरू के के हुन् ?
12. Write down the points need to be considered while refund of the payment? [5]  
पैसा फिर्ता गर्दा ध्यान दिनुपर्ने बुँदाहरू लेख्नुहोस् ।

13. Why channel members are necessary in tourism? [5]  
पर्यटनमा किन वितरकहरुको आवश्यकता पर्दछ ?
14. What is visa? Describe any five types of visa. [5]  
भिषा भनेको के हो ? कुनै पाँच प्रकारका भिषाबारे व्याख्या गर्नुहोस् ।
15. Write down the provisions regarding the passengers check-in or registered baggage. [5]  
हवाई निगमले जिम्मा लिएको वा चेक-इन गरेका यात्रु सामानको निःशुल्क परिवहनबारे भएको व्यवस्था लेख्नुहोस् ।
16. What is e-ticket? Write down its benefits. [5]  
इ-टिकट भनेको के हो ? यसका फाइदाहरु लेख्नुहोस् ।
17. What are the special features of tourism product? [5]  
पर्यटन वस्तुका विशेषताहरु के के हुन् ?
18. What are the points need to be considered before departure transfer of a guest? [5]  
यात्रुको प्रस्थान पूर्व ध्यान दिनुपर्ने विषयहरु के के हुन् ?
19. If a flight from Kathmandu leaves at 09:10 hours and arrives Singapore at 17:45 hours. Calculate, the flight duration from Kathmandu to Singapore. Present your answer in details of calculation. [5]  
Kathmandu is +05:45 of G.M.T.  
Singapore is +08:00 of G.M.T.  
यदि एउटा उडान काठमाडौँबाट ०९:१० बजे उड्छ र सिङ्गापुर १७:४५ बजे अवतरण गर्छ भने काठमाडौँदेखि सिङ्गापुरसम्मको उडान समय कति होला ? हिसाब पूर्णरूपमा गरेर देखाउनुहोस् ।  
काठमाण्डौ जी.एम.टी.बाट +०५:४५ मा छ ।  
सिङ्गापुर जी.एम.टी.बाट +०८:०० मा छ ।

### Group "C" Long Answer Questions

Attempt any two questions.

[2×10=20]

20. Describe on the component of tourism products. [10]  
पर्यटन वस्तुका अङ्गहरुको वर्णन गर्नुहोस् ।
21. Describe types of airfare. [10]  
हवाई भाडाका प्रकारहरु वर्णन गर्नुहोस् ।
22. What are the points need to be considered while preparing itinerary? [10]  
Itinerary तयार गर्दा ध्यान पुर्‍याउनु पर्ने बुँदाहरु के के हुन् ?

### HSEB EXAM 2070 (NEW COURSE)

#### Group "A" Very Short Answer Questions

Attempt ALL questions.

[10 ×2=20]

1. What is accommodation in tourism? [2]  
पर्यटनमा Accommodation भनेको के हो ?
2. What is service in tourism? [2]  
पर्यटनमा सेवा भनेको के हो ?
3. What is the difference between readymade and tailor made itinerary? [2]  
Readymade itinerary र tailormade itinerary मा के फरक छ ?
4. What is the meaning of public relation in tourism? [2]  
पर्यटनमा जनसम्पर्क भनेको के हो ?
5. What is visa? [2]  
भिषा भनेको के हो ?
6. What is cabotage airfare? [2]  
Cabotage हवाई भाडा भनेको के हो ?
7. What is e-ticket? [2]  
इ-टिकट भनेको के हो ?

8. Write full forms (GIT, FIT, PTA, PAT). [2]  
पूर्णरूप लेखुहोस् । (GIT, FIT, PTA, PAT)
9. What is Brochure? For what purpose it is used? [2]  
Brochure भनेको के हो ? यसको प्रयोग किन गरिन्छ ?
10. What is no-show? [2]  
No-show भनेको के हो ?

### Group "B" Short Answer Questions

Attempt any **Seven** questions. [7×5=35]

11. What are the basic elements of an itinerary? [5]  
Itinerary का आधारभूत तत्वहरु के के हुन् ?
12. Describe Hotel plan with examples. [5]  
उदाहरणसहित होटल प्लानको व्याख्या गर्नुहोस् ।
13. Why promotion is necessary in tourism? [5]  
पर्यटनमा प्रवर्द्धन किन आवश्यक पर्दछ ?
14. Describe any five types of printed promotional materials used in tourism. [5]  
पर्यटनमा प्रयोग गरिने कुनै पाँच प्रकारका छापिएका प्रवर्द्धन सामग्रीहरुको वर्णन गर्नुहोस् ।
15. What is visa? Describe any five types of visa. [5]  
भिसा भनेको के हो ? कुनै पाँच प्रकारका भिसाहरुको व्याख्या गर्नुहोस् ।
16. What are positive qualities of communication? [5]  
हवाइसेवा शुल्क सम्बन्धी साधारण नियम लेखुहोस् ।
17. What are positive qualities of communication? [5]  
असल सम्वादका गुणहरु के के हुन् ?
18. What are the information need to be included in Hotel Reservation Request? [5]  
होटल रिजर्भेसमा उल्लेख गर्नुपर्ने सूचनाहरु के के हुन् ?
19. If a flight from Kathmandu leaves at 08:15 hours and arrives Doha at 10:45 hours, calculate, the flight duration from Kathmandu to Doha. Present your answer in details of calculation. [5]  
Kathmandu is +05:45 of GMT  
Doha is +03:00 of GMT  
यदि एउटा जडान काठमाडौंबाट ०८:१५ बजे उडेर दोहामा १०:४५ बजे अवतरण गर्छ भने काठमाडौं देखि दोहासम्मको उडान समय कति होला ? हिसाब पूर्णरूपमा गरेर देखाउनुहोस् ।

### Group "C" Long Answer Questions

Attempt any **Two** questions. [2×10=20]

20. Describe the distribution system used in tourism. [10]  
पर्यटनमा उपयोग गरिने वितरण प्रणालीको बारेमा व्याख्या गर्नुहोस् ।
21. Write down the special features of tourism market. [10]  
पर्यटन बजारका विशेषताहरु लेखुहोस् ।
22. Write down the information provided by Travel Information Manual (TIM). [10]  
Travel Information Manual (TIM) ले प्रदान गर्ने सूचनाको बारेमा लेखुहोस् ।

## HSB EXAM 2069 (SUPPLEMENTARY)

### Group "A" Very Short Answer Questions

Attempt **ALL** questions. [10×2=20]

1. What is tailor-made itinerary? [2]  
टेलर-मेड आइटिनरी भनेको के हो ?
2. What is product in tourism? [2]  
पर्यटनमा बस्तु भनेको के हो ?
3. Write full form. पूर्णरूप लेखुहोस् । [2]  
GIT, FIT, CRS, GDS.
4. Write down the difference between MAP and AP. [2]  
MAP र AP को भिन्नता लेखुहोस् ।

5. What is brochure?  
ब्रोसुर भनेको के हो ? [2]
6. What is reservation?  
रिजरभेसन भनेको के हो ? [2]
7. What is special fare?  
Special fare भनेको के हो ? [2]
8. What is meant by Mco?  
Mco भनेको के हो ? [2]
9. What is e-ticketing?  
इ-टिकेटिङ भनेको के हो ? [2]
10. What is passport?  
राहदानी भनेको के हो ? [2]

### Group "B" Short Answer Questions

Attempt any **seven** questions.

[7×5=35]

11. What is tourism marketing?  
पर्यटन बजार भनेको के हो ? [5]
12. Write down hotel plan with example.  
उदाहरणसहित होटल प्लानको व्याख्या गर्नुहोस् । [5]
13. What are the points to be considered while referring trekking tariff?  
ट्रेकिङ दरमाउ निर्धारण गर्दा ध्यान दिनुपर्ने कुराहरु के के हुन् ? [5]
14. What are the various tools of public relation?  
जनसम्पर्क सम्बन्धी विभिन्न उपायहरु के के हुन् ? [5]
15. What are the points need to be considered while preparing service order?  
सर्विस अर्डर (Service order) बनाउँदा ध्यान दिनुपर्ने बुँदाहरु के के हुन् ? [5]
16. What are the various rules regarding IATA ticketing?  
IATA ticketing सम्बन्धी विभिन्न नियमहरु के के हुन् ? [5]
17. What is Visa? Describe any five types of Visa.  
मिसा (Visa) भनेको के हो ? कुनै पाँचवटा प्रकारका मिसाको व्याख्या गर्नुहोस् । [5]
18. Write short notes on Passenger Air Tariff (PAT).  
पि.ए.टि. (PAT) को बारेमा छोटकरीमा लेख्नुहोस् । [5]
19. If a flight from Kathmandu leaves 10:10 hours and arrives Lhasa at 13:25 hours, calculate the flight time from Kathmandu to Lhasa. Present your answer in details of calculation.  
Kathmandu : +05:45 of GMT  
Lhasa : +08:00 of GMT  
यदि एउटा उडान काठमाडौँबाट १०:१० बजे उडेर ल्हासामा १३:२५ मा अवतरण गर्छ भने काठमाडौँदेखि ल्हासासम्मको उडान समय पूर्णरूपमा हिसाब गरी देखाउनुहोस् ।  
काठमाडौँ : +05:45 of GMT  
ल्हासा : +08:00 of GMT [5]

### Group "C" Long Answer Questions

Attempt any **two** questions.

[2×10=20]

20. Explain the procedures to be applied during arrival transfer.  
पर्यटकको आगमन (Arrival Transfer) मा अपनाउनु पर्ने तौर तरिकाहरु व्याख्या गर्नुहोस् । [10]
21. What is itinerary? What are the basic elements of the itinerary?  
Itinerary भनेको के हो ? यसका आधारभूत तत्वहरु के के हुन् ? [10]
22. Write-down the information provided by OAG Flight Guide Book.  
OAG Flight Guide Book ले प्रदान गर्ने सूचनाको बारेमा लेख्नुहोस् । [10]

## HSEB EXAM 2069 (NEW COURSE)

### Group "A" Very Short Answer Questions

Attempt ALL questions.

[10×2=20]

1. What is product in tourism? [2]  
पर्यटनमा वस्तु भनेको के हो ?
2. What is tariff in tourism? [2]  
पर्यटनमा दर भाउ भनेको के हो ?
3. Write full form. पूर्ण रूप लेख्नुहोस् । [2]  
MAP, EP, MCO, ETA
4. What is amenity? [2]  
एमिनिटी भनेको के हो ?
5. What is the meaning of single supplement? [2]  
सिङ्गल सम्प्लिमेन्टको अर्थ के हो ?
6. What is reservation? [2]  
रिजरभेसन भनेको के हो ?
7. What is Normal Fare? [2]  
Normal Fare भनेको के हो ?
8. What is coupon of Manual air ticket? [2]  
म्यानीयोल एर टिकटको कूपन भनेको के हो ?
9. What is e-ticketing? [2]  
ई-टिकेटिङ भनेको के हो ?
10. What is visa? [2]  
भिषा भनेको के हो ?

### Group "B" Short Answer Questions

Attempt any seven questions.

[7×5=35]

11. Write down the five special features of tourism marketing. [5]  
पर्यटन बजारका पाँचवटा प्रमुख विशेषताहरू लेख्नुहोस् ।
12. Describe the elements of an itinerary. [5]  
आइटिनरिका तत्वहरूको व्याख्या गर्नुहोस् ।
13. What are the points to be considered while referring trekking tariff? [5]  
ट्रेकिङ दरभाउ निर्धारण गर्दा ध्यान दिनुपर्ने बुँदाहरू के के हुन् ?
14. What are the channel of distribution in tourism? [5]  
पर्यटनमा वितरण साध्यम भनेको के हो ?
15. What is advertisement? Why advertisement is necessary in tourism? [5]  
विज्ञापन भनेको के हो ? पर्यटनमा विज्ञापन किन आवश्यक छ ?
16. What do's and don'ts would you suggest to your visitors in Nepal? [5]  
आफ्ना पाहुनाहरूलाई नेपालमा के के गर्नुहुन्छ र के के गर्नु हुँदैन भनी सल्लाह दिनुहुन्छ ?
17. What is passport? Describe any five types of passport. [5]  
राहदानी भनेको के हो ? राहदानीको कुनै पाँच प्रकारको व्याख्या गर्नुहोस् ।
18. What is promotional fare? Describe any five types of promotional fare. [5]  
Promotional fare भनेको के हो ? कुनै पाँच प्रकारका Promotional fare को बारेमा व्याख्या गर्नुहोस् ।
19. On 22nd April RA – 411 left Kathmandu at 05:00 hours and arrived Osaka at 12:20 hrs. Present your answer in detail of calculation. [5]  
Kathmandu: +05:45 of GMT  
Osaka: +08:00 of GMT  
मिति २२ अप्रिलमा RA-411 को उडान काठमाडौँबाट ०५:०० बजे उडेर ओसाकामा १२:२० मा अवतरण गर्छ भने, उडान समय पूर्ण हिसाब गरेर देखाउनुहोस् ।  
काठमाडौँ : जी.एम.टी.बाट +०५:४५ मा छ ।  
ओसाका : जी.एम.टी.बाट + ०८:०० मा छ ।

## Group "C" Long Answer Questions

Attempt any **two** questions.

[2×10=20]

20. Explain the procedures to be applied during departure transfer.

[10]

पर्यटकको प्रस्थानमा (Departure Transfer) मा अपनाउनु पर्ने तौर तरिकाहरु व्याख्या गर्नुहोस् ।

21. Describe the importance of itinerary in tourism.

[10]

पर्यटनमा Itinerary को आवश्यकताको बारेमा व्याख्या गर्नुहोस् ।

22. Write down the provisions regarding passengers baggage allowances.

[10]

हवाई यात्रुका निजी सामानहरु निःशुल्क परिवहन व्यवस्थाबारे लेख्नुहोस् ।

Question Bank Nepal