

1. Which country's airlines is named as "Garuda" ?
(1) Kampuchea (2) Myanmar (3) Thailand (4) Indonesia
2. London city is situated on the river :
(1) Rhine (2) Seine (3) Thames (4) Ebro
3. Amaan and Ayaan Ali Bangash are two young exponents of which musical instrument ?
(1) Sitar (2) Tabla (3) Sarod (4) Shehnai
4. UNWHO headquarter is situated in ?
(1) Geneva (2) The Hague (3) Madrid (4) Paris
5. Which document like modern passport was to be obtained by the foreign merchants in the medieval India ?
(1) Nishan (2) Farman (3) Dastak (4) Manshur
6. Who had built Shalimar Bagh in Kashmir ?
(1) Jahangir (2) Akbar (3) Shahjahan (4) Aurangzeb
7. Which Chinese Pilgrim came to India during Harsha's time ?
(1) Ma-tung (2) Huen-Tsang (3) Fa-Hein (4) I-Ching
8. The largest island in the world is :
(1) Malagary (2) Greenland
(3) Papua New Guinea (4) Sumatra
9. The largest lake in India is :
(1) Dallake (2) Wullar lake (3) Naini lake (4) Chilka lake
10. Salar Jung Museum is situated in :
(1) Hyderabad (2) Ahmadabad (3) Aurangabad (4) Dhanbad
11. Jasper National Park is located in :
(1) Alaska (2) Canada (3) England (4) Portugal
12. Which of the following option is not correct :
Bundelkhand, impressive for its topography and rich cultural heritage includes some of the places of tourist attractions like :
(1) Baruasagar (2) Datia (3) Churu (4) Sonagir

13. Historical site Badal Mahal Darwaza is located in the following state :
 (1) Rajasthan (2) Madhya Pradesh (3) Gujarat (4) Uttarakhand
14. The famous Ravana Waterfalls are located in :
 (1) India (2) Sri Lanka (3) Greece (4) Bangladesh
15. The city of 'Turin' one of the major tourist destinations is located in :
 (1) England (2) Italy (3) Canada (4) Moscow
16. The Andaman and Nicobar Islands comprise :
 (1) 575 islands (2) 572 islands (3) 571 islands (4) 562 islands
17. The services or goods known core products for a guest to use are called :
 (1) Facilitating Products (2) Supporting Products
 (3) Augmented Products (4) Core Products
18. About which country did Mark Twain describe "It is a fabulous world of splendour and rags, the country under the sun with an imperishable interest, the one land that all men desire to see".
 (1) China (2) Sri Lanka (3) India (4) Singapore
19. Suppose, Air India flight leaves Delhi at 0050 hrs on Monday on 16th August 2019, and reaches Bangkok at 0600 hrs on 16th August 2019. Calculate the flying time.
 (1) 3 hrs and 40 minutes (2) 4 hrs and 40 minutes
 (3) 3 hrs and 20 minutes (4) 4 hrs and 20 minutes
20. The official web address of India Tourism Development Corporation is :
 (1) www.itdc.org (2) www.tourism.gov.in
 (3) www.theashokgroup.com (4) www.itdc.nic.in
21. Given below are two statements - one is labelled as Assertion (A) and the other is labelled as Reason (R) :
 Assertion (A) : Lines of latitude get smaller as they get further north because the distance around earth decreases.
 Reason (R) : Lines of latitude run north-south around the planet. In the light of the above two statements choose the correct option :
 (1) Both (A) and (R) are true and (R) is the correct explanation of (A)
 (2) Both (A) and (R) are true and (R) is not correct explanation of (A)
 (3) (A) is true, but (R) is false
 (4) (A) is false, but (R) is true

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22. The method of breaking an air journey into stand-alone pricing units was introduced in the year
 (1) 1999 (2) 2000 (3) 2001 (4) 2002
23. Select the proper progression in Plog's Model of Destination Life Cycle :
 (1) Ventures, Near-ventures, Mid-Centric, Near-dependable, Dependable
 (2) Non-ventures, ventures, Mid-centric, Near-dependable, Dependable
 (3) Ventures, Near-ventures, Mid-centric, Dependable, Near-dependable
 (4) Ventures, Near-ventures, Dependable, Mid-centric, Near-dependable
24. In which year the corporate social responsibility act came into force in India ?
 (1) 2012 (2) 2013 (3) 2014 (4) 2015
25. India is known for its Philosophy of Ahimsa (non-violence) in the world. The heritage of Ahimsa beginning from Budha, Lord Mahavira was followed by Samrat Ashoka, emperor Akbar (Sulhkul) and :
 (1) Jawahar Lal Nehru (2) Mahatma Gandhi
 (3) Sardar Vallabh Bhai Patel (4) Rabindranath Tagore
26. In Benelux countries, demand for tourism and recreation is high; but this does place pressures on the environments of these small, densely populated countries. Identity of Benelux countries from the options given below :
 (1) Nepal, Bhutan and Sri Lanka (2) Japan, North Korea and South Korea
 (3) Sweden, Philippines and Vietnam (4) Belgium, Netherlands and Luxembourg
27. For visiting Nepal and Bhutan, which kind of document is issued instead of the passport ?
 (1) Visa Passport (2) Birth certificate
 (3) PAN card (4) Bonafide certificate
28. in planning refers to the need to design and organization's goal in such a way that organizational goals and individual goals
 (1) Goal prioritization (2) Goal setting
 (3) Goal congruence (4) Goal achievement
29. The first attempt at developing a new Marketing Mix for the hospitality industry was undertaken by :
 (1) Philips T Kotler (2) Leo. M. Renaghan
 (3) Peter Drucker (4) Michael Porter

30. An Allocentric traveller seeks destination while a Psycho-centric traveller seeks destination,
 (1) familiar, lifestyle (2) old, tried & tested
 (3) new, unfamiliar (4) new, familiar
31. The intangible nature of services results in more of an emphasis on that are evaluated in the aftermath of product consumption.
 (1) Extrinsic qualities (2) Experience qualities
 (3) Search qualities (4) Intrinsic qualities
32. A variety of factors influence consumer's purchase decisions. External influences among others include and
 (1) Culture, Reference groups, household
 (2) Reference groups, perception, household
 (3) Culture, socio-economic status, learning
 (4) Attitude, household, Reference groups
33. Which one amongst the following is the behavioural basis of segmentation :
 (1) Roles and status (2) Personality (3) Learning (4) Purchase occasion'
34. Demand-oriented pricing approaches use of value as a basis of setting prices.
 (1) Management's perceptions (2) Consumer perceptions
 (3) Supplier perceptions (4) Consumer attitude
35. A contractual arrangement whereby one firm licences a number of other firms to use its name and business practices is known as :
 (1) Joint venture (2) Licensing (3) Franchising (4) Strategic alliance
36. Which of the following statements are correct ?
 (a) The 'Product Life Cycle' (PLC) is a predictive tool to determine the length of a product's useful life.
 (b) Growth stage of PLC is a period of rapid market acceptance and increasing profits.
 (c) The new product development process starts with 'concept development and testing' stage.
 (d) Many companies are now developing 'crowd sourcing' that involves application of open source principles to fields outside software.
 (1) (a) and (b) (2) (a) and (d) (3) (b) and (d) (4) (c) and (d)

A

37. Given below are two statements, one is labelled as Assertion (A) and the other as Reason (R) :

Assertion (A) :

The purpose of customer Relationship Management (CRM) is to improve marketing productivity which is achieved by increasing marketing efficiency and by enhancing marketing effectiveness.

Reason (R) :

A successful CRM strategy is usually implemented through a software package designed

to support reliable processes and procedures for interacting with customers.

In the context of above statements, choose the correct answer.

- (1) Both (A) and (R) are true and (R) is the correct explanation of (A)
 (2) Both (A) and (R) are true but (R) is not the correct explanation of (A)
 (3) (A) is true but (R) is false
 (4) (A) is false but (R) is true
38. The Global Distribution System (GDS) is a computer reservation and information system that is often operated by multiple airlines and used by travel agents. Which of the following is one of the main GDS in the world :
- (1) Galileo (2) Columbus
 (3) Cruiser (4) Dreamliner
39. Select the incorrect statements from options given below :
- (a) Nalanda University was situated in Sind province
 (b) Taxila University was situated in the North-east province
 (c) Emperor Akbar regarded Kashmir as 'Paradise on earth'
 (d) Many Chinese travellers came to India to study Buddhism at Nalanda University.
- Options :
- (1) (a), (c) (2) (a), (b), (c) (3) (c), (b), (d) (4) (a), (d)
40. Select the correct statement from the following :
- (1) Many kos minars are found in Haryana
 (2) Kos minars are not found in Haryana
 (3) Sheikh Chilli's tomb is situated in Khanpur Kalan
 (4) Empress Nur Jahan was killed by a peasant in Sonipat

41. In Akbar's royal kitchen ghee was brought from :
 (1) Rohtak (2) Hissar (3) Panipat (4) Kaithal
42. In pre-modern India, Kurukshetra was known as :
 (1) Baran (2) Thanesar
 (3) Shivenagari (4) Kurukshetra kalan
43. For the construction of Taj Mahal, marble stone was mainly brought from :
 (1) Kishangarh (2) Makrana (3) Kota (4) Jalore
44. Identify the Mughal emperor who banned cow slaughter in his empire :
 (1) Babur (2) Humayun
 (3) Akbar (4) Shah Jahan
45. Arrange the following rulers of India in Chronological sequence :
 (a) Ashoka
 (b) Balban
 (c) Muhammad-bin Tughlaq
 (d) Sher Shah Suri
 Options :
 (1) (a); (b); (c); (d) (2) (a); (c); (d); (b)
 (3) (b); (a); (c); (d) (4) (d); (a); (b); (c)
46. Identify the Mughal emperor who did not eat meat for nine months in a year :
 (1) Akbar (2) Humayun
 (3) Shah Jahan (4) Bahadur Shah Ist
47. Who was the Mughal emperor who preferred to eat laziza or Khichri in his days of abstinence from eating meat ?
 (1) Akbar (2) Jahangir (3) Shah Jahan (4) Aurangzeb
48. Which one of the following items was not brought by Portuguese to India ?
 (1) Potatoes (2) Tomatoes (3) Tobacco (4) Paan (betel)
49. Till the seventeenth century, Sammosa was stuffed with :
 (1) Keema (minced meat) (2) Potatoes
 (3) Tomatoes & potatoes (4) Peas

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50. Expedia and Travelocity are the names of :
- (1) Airline Companies (2) Group of Hotels
(3) Internet Travel Agent (4) Travel Magazines
51. The written record of a hotel guests' account is known as :
- (1) Flow chart (2) Folio
(3) Flyer (4) General Account
52. Which of the following pairs is not correctly matched ?
- (1) Bismillah Khan – Shehnai (2) Hariprasad Chaurasia - Flute
(3) Amjad Ali Khan – Sarod (4) Birju Maharaj – Bharatnatyam
53. Which of the following is not the World Heritage site in Delhi ?
- (1) Qutub Minar (2) India Gate
(3) Red Fort (4) Humayun's Tomb
54. Parambikulam Tiger Reserve is situated in :
- (1) Kerala (2) Karnataka
(3) Puducherry (4) Tamil Nadu
55. Where are the one-homed rhinoceroses housed in India ?
- (1) Corbett National Park (2) Bharatpur Sanctuary
(3) Kaziranga Wild Life Sanctuary (4) Bandipur National Park
56. What is the full form of IUCN ?
- (1) International Union for Conservation of Nature
(2) Indian Unit for Conservation of Nature
(3) International United Conservation of Nature
(4) Indian Union for Conservation of Nature
57. Which of the following museums is not located in Delhi ?
- (1) National Museum
(2) National Handicrafts and Handlooms Museum
(3) RBI Monetary Museum
(4) Air Force Museum
58. The title of Mahatma Gandhi's autobiography is :
- (1) The Indian Struggle (2) The Story of my Experiment with Truth
(3) Tryst with Destiny (4) Towards the Freedom

59. The India Tourism Development Corporation (ITDC) was established in :
 (1) 1954 (2) 1962 (3) 1966 (4) 1986
60. Heritage Palace on wheels, a luxury train in India, was earlier known as :
 (1) Rajputana Palaces on wheels (2) Palace on wheels
 (3) Princely state palaces on wheels (4) Rajasthan palaces on wheels
61. Which of the following pairs is not correctly matched :
 (1) Mehrangarh Fort – Jodhpur (2) Junagarh Fort – Jhansi
 (3) Red Fort – Delhi (4) Amber Fort – Jaipur
62. Name the first cosmonaut who became the first human to journey into outer space on 12th April 1961 ?
 (1) Neil Armstrong (2) Yuri Gagarin
 (3) Scott Kelly (4) Chris Hadfield
63. Who is known as the father of modern marketing ?
 (1) Abraham Maslow (2) Lester Wunderman
 (3) Philip Kotler (4) Peter Drucker
64. When was Incredible India campaign started off as a marketing campaign by the ministry of tourism ?
 (1) 2002 (2) 2006 (3) 2007 (4) 2008
65. Jaipur is also known as :
 (1) Diamond City (2) Pearl City (3) Pink City (4) Sun City
66. Which project was launched by ministry of tourism in Paryatan Parv which was held across the country from the 5th to 25th October, 2017 ?
 (1) 'Tourism for Foreigners' (2) 'Adopt a Heritage'
 (3) 'Skills for Women' (4) 'Bed and Breakfast' system for tourists
67. In which year the rail link was introduced between Liverpool and Manchester ?
 (1) 1830 (2) 1835 (3) 1840 (4) 1845
68. In which year Mr. Cook conducted the World's first international tour from England to Paris ?
 (1) 1858 (2) 1857 (3) 1856 (4) 1855

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69. A tour means when an agency utilizes the services of another agency at a particular destination.
- (1) Escorted (2) Hosted
(3) Freedom (4) Independent
70. In the package tour formulation process which step comes after designing the tour brochure.
- (1) Marketing of Tour Package (2) Develop Reservation System
(3) Negotiations with vendors (4) Actual Tour Operations
71. The cost which are incurred and conveniently identified with a particular package tour is known as.
- (1) Fixed Cost (2) Variable Cost (3) Direct Cost (4) Indirect Cost
72. Tender Pricing is which type of pricing strategies ?
- (1) Cost Oriented (2) Market Oriented
(3) Product Oriented (4) Industry Competition Oriented
73. A programmed or electronic inline baggage screening systems which are widely used in the air terminal is known as ?
- (1) Collecting Area (2) Screening Area
(3) Checked In Area (4) Arrival Area
74. An organization/a company which assembles land arrangements from destination travel operators and combines them with air-travel/transportation to form a package with a view to suit the tastes of a specific tourist segment
- (1) Retail Travel Agency (2) Domestic Travel Agency
(3) Wholesale Travel Agency (4) International Travel Agency
75. These are the highest level of special fare. It does not attract much restriction but the maximum and minimum stay limitations. These fares are designed for the travellers who use to fly during weekends or vacations. Identify the type of fare from the following :
- (1) Holiday Fare (2) PAX Fare (3) Apex Fare (4) Excursion Fare
76. Yellow fever vaccination certificate is valid for how many years ?
- (1) 7 Years (2) 8 Years (3) 9 Years (4) 10 Years

77. Variables which are responsible for the chance variation that are often observed in a research investigations. In most cases they are limited to a peculiar group ?
- (1) Moderating Variables (2) Intervening Variables
(3) Extraneous Variables (4) Research Variables
78. The Research Design which is flexible In its approach and involves a qualitative investigation in most cases ?
- (1) Simple Research Design (2) Exploratory Research Design
(3) Complex Research Design (4) Flexible Research Design
79. For the application of a Chi-Square test, the expected frequency in each cell should be.
- (1) At least 2 (2) Zero (3) At least 10 (4) At least 5
80. If there were a perfect positive correlation between two interval/ratio variables, the Pearson's r test would give a correlation coefficient of :
- (1) 0.328 (2) +1 (3) +0.328 (4) -1
81. In the questionnaire designing process which step comes after Piloting Testing of the questionnaire ?
- (1) Physical Presentation of the Questionnaire
(2) Question Design Criteria
(3) Determine the Question Structure
(4) Administering the Questionnaire
82. In which type of sampling the sample is selected on the basis of certain demographi characteristics such as age, gender, occupation, education etc.
- (1) Quota Sampling (2) Cluster Sampling
(3) Judgemental Sampling (4) Stratified Sampling
83. Scale in which we simply assign numbers and symbols to events in order to label them
- (1) Nominal (2) Ordinal
(3) Ratio (4) Interval
84. correlation measures separately the relationship between two variables i such a way that the effects of other related variables are eliminated.
- (1) Simple (2) Multiple
(3) Partial (4) Partial Least Square

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85. In the total variance may be decomposed into various components corresponding to the sources of the variation.
(1) ANOVA (2) MANCOVA (3) PNOVA (4) ZNOVA
86. Which tests are called distribution free tests as they do not require any assumption regarding the shape of the population distribution from where the sample is drawn.
(1) Parametric tests (2) Non-parametric tests
(3) Tests of Hypothesis (4) Sampling tests
87. A measure obtained by stating the average annual profit as a percentage of the average investment is called as.
(1) Accounting Rate of Return (2) Net Present Value
(3) Internal Rate of Return (4) Payback Period
88. The basic objective of financial management is ?
(1) maximization of profits
(2) maximization of shareholder's wealth
(3) ensuring financial discipline in the organization
(4) None of the above
89. Which one from the following is the correct definition of Capital Budgeting ?
(1) The process of selecting short term investment projects
(2) The process of selecting mid-term investment projects
(3) The process of selecting long-term investment projects
(4) The process of evaluating long-term investment projects.
90. What is the purpose of preparing trial balance ?
(1) To check the gross profit/gross loss (2) To check the net profit/net loss
(3) To check the financial position (4) To check the accounting accuracy
91. Tourism Finance Corporation of India (TFCI) was incorporated in which of the following year ?
(1) 1995 (2) 1993 (3) 1991 (4) 1989
92. A statement designed to show how changes in financial statements such as income statement and balance sheet affect cash and cash equivalents. The statement is divided into three segments namely operating activities, investing activities, and financing activities. This type of statement is known as :
(1) Fund flow statement (2) Cash flow statement
(3) Assets flow statement (4) Stock flow statement

93. Difference between discounted value of inflows and discounted value of outflows is known as :
- (1) Net present value (2) Net lease
(3) Net working capital (4) Net float
94. A specific discount rate that makes the net present value zero is known as ?
- (1) Accounting Rate of Return (2) Net Present Value
(3) Internal Rate of Return (4) Payback Period
95. Current assets minus current liabilities are known as ?
- (1) Net Working capital (2) Net Current Assets
(3) Net Current Liabilities (4) Gross Assets
96. A financial statement showing a firm's assets and liabilities as on specific date is known as.
- (1) Trading Account (2) Profit & Loss Account
(3) Balance Sheet (4) Trial Balance
97. The one of the oldest in business, holds that consumers prefer products that are widely available and inexpensive.
- (1) Production concept (2) Product concept
(3) Selling concept (4) Marketing concept
98. A set of marketing tool that the firm uses to pursue its marketing objectives in the target market is called as ?
- (1) Marketing Mix (2) Promotion Mix
(3) Product Mix (4) All of Above
99. Paid form of non-personal presentation and promotion of idea, goods or services by an identified sponsor is known as ?
- (1) Interpersonal Communication (2) Selling Communication
(3) Simple Communication (4) Advertising
100. What is the full form of ICOMOS ?
- (1) International Council on Monument's and Sites
(2) Indian Commission of Monuments and Sites
(3) Indian Committee on Monuments and Sites
(4) International Committee of Monuments and Sites