



NP – 967

46

VI Semester B.Com. (T.T.M.) Examination, June/July 2025  
(NEP Scheme) (F + R)  
**TOURISM AND TRAVEL MANAGEMENT**  
Paper – 6.6 : a. Tour Leadership and Management (AECC)

Time : 2½ Hours

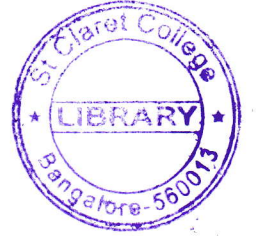
Max. Marks : 60

- Instructions :** 1) Attempt *all* questions.  
2) Answer *only* in **English**.

SECTION – A

Answer **any six** questions out of eight. **Each** question carries **two** marks. (6×2=12)

1. a) Who is a tour guide ?
- b) List any two responsibilities of a tour guide.
- c) What is cultural sensitivity in tour guiding ?
- d) Name two tools commonly used in tour guiding.
- e) Who is a tour escort ?
- f) Mention any two emergency items a tour guide should always carry.
- g) Name two key soft skills every tour guide should possess.
- h) Write any two examples of heritage walks in India.



SECTION – B

Answer **any three** questions out of five. **Each** question carries **four** marks. (3×4=12)

2. Describe the role of a tour guide during a nature walk.
3. Write the difference between Tour guide and Tour Escort ?
4. Explain any four characteristics of a professional tour guide.
5. Describe two real-life situations where situation handling skills were crucial for a tour guide.
6. Explain the importance of appearance and personal grooming for a tour guide.

P.T.O.



SECTION – C

Answer **any three** questions out of five. Each question carries **twelve** marks. **(3×12=36)**

7. Explain the process of designing and conducting a heritage walk.
  8. Discuss the steps involved in setting up a tour guiding business.
  9. Compare and contrast tour guiding and tour escorting with suitable examples.
  10. Discuss the various challenges faced by tour guides while handling difficult tourists and emergencies.
  11. Explain the significance of the Ministry of Tourism's Code of Conduct for tour guides in India.
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