

BC (Voc)-605

EMERGING CONCEPTS FOR EFFECTIVE TOURISM DEVELOPMENT - II

External Marks: 80

Internal Marks: 20

Time: 3 Hours

Note: Paper setter will set nine questions in all. Question No. 1 comprising of five short types questions carrying four (4) marks each is compulsory. It covers the entire syllabus. Answer to each question should not be more than one page. Candidate is required to attempt four questions from the remaining eight questions carrying 15 marks each.

Tourism legislation guidelines from Department of Tourism, Ministry of Tourism, Government of India concerning approval of tour operators/travel agencies, approval of hotels; business ethics and their relevance in tourism; Consumer's Protection Act 1986 (Relevant provisions for tourism).

HRD – concept, objectives and significance in tourism industry. HRD systems – recruitment, selection, manpower planning in public and private sectors in Indian tourism industry.

Security and safety issues in tourism; impact of liberalization, globalization and privatization on tourism industry

REFERENCES

- Kaul R.H. Dynamics of Tourism: A Terilogy, Sterling Publishers, New Delhi.
- Chuck, Gee; Professional Travel Agency Management, Prentice Hall, London.
- Pareek, Udai; HRD: New Dimension, Tata McGraw Hill, New Delhi.
- Silveria, D.L., HRD: The Indian Experience, New Book Publications, New Delhi.
- Bhatia, S.K., Business Ethics and Managerial Values, Deep & Deep Publications Pvt. Ltd., New Delhi.
- National Development Council Report, Ministry of Tourism, Govt. of India, New Delhi.
- Tourist Statistic, Department of Tourism, Ministry of Tourism, Government of India, New Delhi.