



Indian School Al Wadi Al Kabir

Mid-term Examination (2026-2027)

Sub: Skill Education

Introduction To Tourism (Sub.Code.406)

Class: X

Date: 24/09/2026

Set-I

Max. Marks: 50

Time: 2 Hours

General Instructions-

1. All questions are compulsory.
2. The question paper consists of **21** questions in **two** sections-Section A & Section B
3. There is no overall choice. However, internal choices have been provided.
4. This question paper consists of **8** printed pages.

5. SECTION A – (4 + 20=24 MARKS)

OBJECTIVE TYPE QUESTIONS-EMPLOYABILITY & SPECIFIC SKILLS:

- i. This Section has 5 questions
- ii. There is no negative marking.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

6. SECTION-B-(6 + 20=26 MARKS)

SUBJECTIVE TYPE QUESTIONS- EMPLOYABILITY & SPECIFIC SKILLS:

- i. This Section has 16 questions.
- ii. As per the choices given, a candidate has to do 10 questions.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

SECTION A -OBJECTIVE TYPE QUESTIONS-EMPLOYABILITY & SPECIFIC SKILLS	
Q.1	Answer any <u>4</u> out of the given 6 objective type questions. (1x4=4 marks)
i.	What is communication? (a)Talking only (b)Exchange of information (c) Writing only (d)Listening only
ii.	In which of these sentences can you find an adverb? (a) Divya drinks milk every day. (b) Sanjay gifted me a new pen. (c) I opened the door lock. (d) Sita is 5 feet tall.

iii.	What is 'S' in the 'SMART' method of goal setting? (a) Smart (b) Special (c) Speed (d) Specific
iv.	Stress can be managed by: (a) Ignoring problems (b) Sleeping all day (c) Time management and relaxation (d) Fighting with others
v.	Which keyboard shortcut is used to "redo" an action in standard text editors like Notepad or UbuntuText Editor? (a) CTRL + Z (b) CTRL + Y (c) CTRL + R (d) CTRL + A
vi.	What is the primary physical risk if a running laptop is left covered by a thick blanket or cushion? (a) The keyboard keycaps will immediately melt. (b) The battery will stop discharging. (c) The device can over-heat, leading to potential hardware failure or data corruption. (d) The operating system will trigger an automatic password change.
Q.2	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	Empathy means: (a) Understanding another person's feelings (b) Ignoring other people (c) Criticising everyone (d) Avoiding communication
ii.	A hotel guest complains that the room has not been cleaned properly. What should the receptionist do first? (a) Argue with the guest (b) Ignore the complaint (c) Listen carefully and acknowledge the concern (d) Tell the guest to complain later

iii.	A tourist from another country has different cultural practices. Which behaviour shows cultural sensitivity? (a) Making fun of the practices (b) Respecting the differences and behaving appropriately (c) Asking the tourist to follow local customs only (d) Ignoring the tourist
iv.	A hotel employee smiles, maintains appropriate eye contact and uses a welcoming tone while greeting a guest. Which combination of skills is mainly demonstrated? (a) Communication and positive body language (b) Time management and teamwork (c) Decision-making and creativity (d) Technical and computer skills
v.	Assertion (A): Hotel employees should avoid listening to guests carefully. Reason (R): Listening carefully can help employees understand guest requirements. (a) Both A and R are true. (b) Both A and R are false. (c) A is true, but R is false. (d) A is false, but R is true.
vi	 A guest in the image is carrying luggage. If the guest asks for assistance, which response demonstrates good customer service? (a) "You can manage it yourself." (b) "That is not my responsibility." (c) "Certainly, I will assist you." (d) "Ask someone else."

Q.3	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	A tour group is running late because one member has difficulty walking. What should the guide do? (a) Scold the tourist for delaying everyone (b) Leave the tourist behind (c) Show empathy and adjust the plan where reasonably possible (d) Cancel the entire tour immediately
ii.	During a team meeting, one employee keeps interrupting others. Which soft skill should the employee improve most? (a) Active listening (b) Time management (c) Creativity (d) Problem-solving
iii.	Assertion (A): A tourism employee should remain polite even when dealing with an angry customer. Reason (R): Polite behaviour can help reduce conflict and maintain a positive customer relationship. (a) Both A and R are true, and R correctly explains A. (b) Both A and R are true, but R does not explain A. (c) A is true, but R is false. (d) A is false, but R is true.
iv.	Feedback is: (a) A response to a message or performance (b) A type of punishment (c) A travel document (d) A computer program
v.	Why are soft skills important in the tourism industry? (a) They help professionals interact effectively with customers and colleagues. (b) They eliminate the need for communication. (c) They are useful only for managers. (d) They are unrelated to customer service.

vi.	The word ‘personality’ has its roots in Latin word ‘persona’ which means (a) an office (b) a man (c) a mask (d) a quality
Q.4	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	Which of the following is a source of tourism information? (a) Travel brochures (b) Tourist guides (c) Websites (d) All of the above
ii.	What does MOT refer to in the context of Indian tourism? (a) Ministry of Tourism (b) Management of Tourism (c) Ministry of Transport (d) Movement of Tourists
iii.	What is the main purpose of a State Tourism Development Corporation (STDC)? (a) To promote tourism in a state (b) To manufacture vehicles (c) To control international airlines (d) To issue passports
iv.	Riya is planning a trip to a new destination. She finds conflicting information on different websites. What should she do? (a) Believe the first website she sees (b) Check reliable and official tourism sources (c) Ask a stranger to decide (d) Ignore all information
v.	A tourist destination becomes overcrowded and produces a large amount of waste. What does this situation demonstrate? (a) Tourism can have negative environmental impacts if poorly managed (b) Tourism always protects the environment (c) Tourism has no environmental impact (d) Tourism always decreases waste
vi.	Tourism can contribute to the development of: (a) Employment opportunities (b) Transport infrastructure (c) Local businesses (d) All of the above

Q.5	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	Which of the following is a source of tourism information? (a) Travel brochures (b) Tourist guides (c) Websites (d) All of the above
ii.	Tourism can promote cultural exchange because: (a) Tourists interact with local communities (b) Tourists never interact with local people (c) Tourism prevents people from travelling (d) Tourism eliminates cultural differences
iii.	Which of the following is a negative environmental impact of tourism? (a) Conservation of wildlife (b) Development of national parks (c) Pollution and waste generation (d) Protection of forests
iv.	The classification of tourism impacts into different categories is known as: (a) Tourism marketing (b) Typology of tourism impacts (c) Tourism transportation (d) Tourism promotion
v.	 What does the image best demonstrate? (a) International tourism and cultural interaction (b) Domestic farming (c) Industrial production (d) Local transportation only

vi.	Which of the following is an example of a positive environmental impact of tourism? (a) Littering (b) Deforestation (c) Conservation of natural resources (d) Water pollution
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SECTION-B-SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills. (2 x 3 = 6 Marks)

Answer each question in 20-30 words.

Q.6	What is the importance of non-verbal communication?
Q.7	Describe stress and stress management in your own words.
Q.8	List out any two techniques used in stress management.
Q.9	Differentiate between files and folder.
Q.10	Explain any two ways to protect your data.

Answer any 4 out of the given 6 questions on Specific Skills in 20-30 words each (2 x 4 = 8 Marks)

Q.11	What is the importance of empathy and self-confidence in tourism?
Q.12	What are all the qualities required for effective teamwork?
Q.13	Name the factors which shape the personality of an Individual.
Q.14	What are the three benefits of tourism.
Q.15	“Tourism is both a blessing and a challenge.” Explain.
Q.16	What information can a tourist obtain from a travel guidebook?

Answer any 3 out of the given 5 questions on Specific Skills in 70-80 words each (4 x 3 = 12 Marks)

Q.17	Explain the role of a positive attitude in the tourism industry.
Q.18	Explain the importance of active listening in customer service.
Q.19	How can tourism be made sustainable?
Q.20	Explain the different sources of tourism information.
Q.21	Explain the typology of tourism impacts.

All the Best