



- 9) Economic benefits of tourism are,  
 a) increased state and national revenues      b) employment generation  
 c) both A and B      d) none of the above
- 10) Types of tourism  
 a) leisure tourism      b) adventure tourism  
 c) neither A nor B      d) both A and B
- 11) Qualities of Hospitality Professionals  
 a) courteous      b) smiling  
 c) maintaining positive attitude      d) all of the above
- 12) Hospitality and tourism industry has,  
 a) food and beverage      b) lodging  
 c) both a) and b)      d) none of the above
- 13) Satisfied customers,  
 a) spend more      b) refer new clients  
 c) willing to pay higher prices      d) does all of the above
- 14) History of travel could be tracked through,  
 a) industrial revolution      b) railway age  
 c) automobile age      d) all of the above
- 15) Travel for health includes,  
 a) meditation      b) rejuvenation  
 c) therapeutic healing      d) all of the above
- 16) Tourism plays a major role in  
 a) earning of foreign exchange      b) promoting destination development  
 c) preservation of arts, culture and heritage      d) all of the above
- 17) Religious tourism is also known as pilgrimage tourism  
 a) true      b) false  
 c) sometimes true      d) sometimes false
- 18) What do customer want from hospitality industry  
 a) high price      b) high quality services  
 c) high variability in products and services      d) all of the above
- 19) The hospitality industry is complex as it covers wide range of,  
 a) locations      b) jobs  
 c) activities      d) all of the above
- 20) Hospitality ethics and standards  
 a) honesty      b) trustworthiness  
 c) commitment to excellence      d) all of the above

**Q. 4. Case Study.**

**(10)**

Elaborate on - any one Ecotourism tourist destination of your choice with the help of following points,

1. Environment sustainability
2. Socio-cultural impact