**MSCES/S/350**

**Third Semester M.Sc. in Environment Science**

**Examination Aug/Sep-2015**

**Ecotourism**

**Time: 3Hours Max. Marks:-80**

**SECTION-A**

**Answer any five questions. (6\*5)**

1. Write an introductory paragraph on service delivery in the Restaurant business.
2. Give a brief introduction to Quality Management.
3. What is the importance of “Soft” Quality?
4. What do you mean by Service and Product Quality?
5. Briefly write about the importance of Quality-Related Polices of a national tourism.
6. What are the implications for Service Delivery?
7. Mention the various Customer Feedback Methods.

**SECTION-B**

**Answer any two questions. (10\*2)**

1. Discuss how quality issue arrived on the Policy Agenda.
2. Elucidate the dynamic of Managing Quality.
3. Write a detail note on the Performance Measurement.

**SECTION-C**

**Answer any two questions. (15\*2)**

1. Evaluate the growing importance of Strategic Alliances.
2. Write a detail note on Quality and Quality Planning at the Destination Level.
3. Elucidate the Strategic HRD in Tourism sector.