



INDIAN SCHOOL AL WADI AL KABIR

Class: X	Department: Skill Education	Date – 06.09.26
Question Bank (QB)	SUB: Introduction to Tourism (ITT) PART-B-UNIT-1-SOFT SKILLS	Note: Pl. file it in the portfolio
Name of the student	Class / Section	Roll no.

1. What are soft skills?

Soft skills are personal and interpersonal skills that help a person communicate, work with others, solve problems, and behave professionally. Examples include communication, teamwork, time management, and self-confidence.

2. Why are soft skills important in tourism?

Soft skills are very important in tourism because tourism professionals interact with different types of people. Good communication, patience, courtesy, teamwork, and problem-solving help in providing better customer service.

3. What is communication?

Communication is the process of exchanging information, ideas, thoughts, or feelings between two or more people.

4. What is verbal communication?

Verbal communication is communication through spoken or written words. For example, talking to a tourist or writing an email to a customer.

5. What is non-verbal communication?

Non-verbal communication is communicating without using words. Facial expressions, gestures, posture, eye contact, and body language are examples.

6. What is active listening?

Active listening means paying full attention to the speaker, understanding the message, and responding appropriately. It helps avoid misunderstandings.

7. What is teamwork?

Teamwork means working together with other people to achieve a common goal. It requires cooperation, respect, communication, and sharing responsibilities.

8. What is self-confidence?

Self-confidence is the belief in one's own abilities and skills. A confident tourism professional can communicate with customers and handle difficult situations effectively.

9. What is empathy?

Empathy is the ability to understand and share another person's feelings or situation. It helps tourism professionals understand customers and respond to their needs politely.

10. What is time management?

Time management means planning and using time effectively to complete tasks on time. It helps tourism professionals remain punctual and organised.

11. What is a positive attitude?

A positive attitude means approaching situations with confidence, optimism, and a willingness to find solutions rather than focusing only on problems.

12. What is problem-solving?

Problem-solving is the ability to identify a problem, think of possible solutions, and choose the most suitable solution.

13. Explain the importance of soft skills in the tourism industry.

Soft skills play an important role in the tourism industry because tourism involves regular interaction with customers, colleagues, guides, hotel staff, and other professionals.

Important soft skills include:

1. **Communication:** Helps professionals understand and respond to customers clearly.
2. **Teamwork:** Helps employees work together efficiently.
3. **Active listening:** Helps understand customers' requirements and complaints.
4. **Problem-solving:** Helps handle unexpected situations.
5. **Time management:** Helps complete tasks on time.
6. **Self-confidence:** Helps professionals deal with customers confidently.
7. **Empathy:** Helps understand customers' feelings and needs.
8. **Positive attitude:** Helps maintain good service even during difficult situations.

Therefore, good soft skills improve customer satisfaction and help tourism professionals perform their duties effectively.

14. Explain verbal and non-verbal communication with examples.

Communication can mainly be divided into **verbal** and **non-verbal communication**.

Verbal communication involves the use of words to exchange information. It may be spoken or written. For example, a hotel receptionist explaining the check-in procedure to a guest is verbal communication.

Non-verbal communication takes place without words. It includes facial expressions, gestures, eye contact, body posture, and tone of voice. For example, smiling at a tourist shows friendliness and welcome.

Both forms of communication are important in tourism because they help create a positive impression and improve customer service.

15. Why is communication skill important for a tourism professional?

Communication is one of the most important skills in tourism because tourism professionals interact with people from different backgrounds and cultures.

Good communication helps a tourism professional to:

- Understand customers' needs.
- Give clear information.
- Explain travel arrangements.
- Handle complaints politely.
- Avoid misunderstandings.
- Build good relationships with customers.
- Provide better customer service.

For example, a tour guide must clearly explain the itinerary, safety instructions, and important information to tourists. Therefore, effective communication is essential for successful tourism services.

16. What is teamwork? Explain the qualities required for effective teamwork.

Teamwork means working together with a group of people to achieve a common objective. In tourism, employees such as receptionists, tour guides, drivers, travel agents, and hotel staff often need to work as a team.

The important qualities required for effective teamwork are:

- **Cooperation:** Helping team members when required.
- **Communication:** Sharing information clearly.
- **Respect:** Valuing the ideas and opinions of others.
- **Responsibility:** Completing assigned tasks properly.
- **Trust:** Having confidence in other team members.
- **Flexibility:** Adjusting to changing situations.
- **Problem-solving:** Working together to find solutions.

Effective teamwork improves the quality and efficiency of tourism services.

17.Explain the importance of active listening in customer service.

Active listening means giving complete attention to the person who is speaking and trying to understand their message.

It is important in tourism because customers may ask questions, make requests, or report problems. A tourism professional who listens carefully can understand the customer's exact needs.

Active listening involves:

1. Paying attention to the speaker.
2. Maintaining appropriate eye contact.
3. Avoiding unnecessary interruptions.
4. Asking questions when something is unclear.
5. Showing that you understand the message.
6. Responding politely and appropriately.

Good listening helps reduce misunderstandings and increases customer satisfaction.

18.Explain the role of a positive attitude in the tourism industry.

A positive attitude means approaching people and situations with optimism, patience, confidence, and willingness to help.

Tourism professionals may sometimes face difficult customers, complaints, delays, or unexpected problems. A positive attitude helps them remain calm and professional.

A positive attitude:

- Creates a friendly environment.
- Improves customer relationships.
- Helps in solving problems.
- Reduces workplace conflicts.
- Increases confidence.
- Creates a good impression of the organisation.

Therefore, a positive attitude is essential for providing quality customer service.

19. What is problem-solving? Explain the steps involved in problem-solving.

Problem-solving is the process of finding an appropriate solution to a difficult or unexpected situation.

The main steps are:

1. **Identify the problem:** Understand what has gone wrong.
2. **Collect information:** Find out the facts related to the problem.
3. **Think of possible solutions:** Consider different ways to solve it.
4. **Choose the best solution:** Select the most practical option.
5. **Take action:** Implement the solution.
6. **Check the result:** See whether the problem has been successfully solved.

For example, if a tourist loses their luggage, a tourism professional should remain calm, listen to the tourist, collect the necessary information, and help contact the appropriate authorities or service provider.

20. Explain the importance of empathy and self-confidence in tourism.

Empathy means understanding another person's feelings and situation. In tourism, empathy helps employees understand customers who may be tired, worried, confused, or unhappy.

Self-confidence means believing in one's own abilities. A confident employee can communicate clearly, make decisions, and handle customers professionally.

Both skills are important because they help tourism professionals:

- Understand customer needs.
- Handle complaints politely.
- Communicate confidently.
- Build customer trust.
- Provide better service.
- Handle challenging situations effectively.

Thus, empathy helps professionals understand customers, while self-confidence helps them respond effectively.

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