# INTERVIEW SCHEDULE FOR HOTEL OWNERS

1. Name of the Hotel :  

2. Name of the hotel owner :  

3. Type of the hotel : Five star/Four star/ Three star/ two star / no star  

4. Age of the Hotel owner :  

5. Number of years of business :  

6. HRD Personnel in Hotels : Manager : Male □  Female □  
                             Supervisor : Male □  Female □  
                             General staff : Male □  Female □  

7. Activities outsourced : Laundry/Cleaning  
                          Security/Laundry/Cleaning  
                          Security  
                          Swimming pool/Laundry/Cleaning  
                          Swimming pool  
                          All  

8. Reasons for outsourcing : Economical / Company policy/ Speciality  

9. Mode of sales distribution : Cash / Credit card/ American express/  
                             Master card / Visa / Diners Club / Others  

10. Sources of reservation : Direct enquiry / Tour operator / Others
11. Media of advertisement about hotel: TV advertising / Sales promotion / Loyalty programs/ Websites/ Direct mail/ All

12. Nature of tourists: Domestic / Foreign / Both

13. Occupancy % for a week:
  Monday  
  Tuesday  
  Wednesday  
  Thursday  
  Friday  
  Saturday  
  Sunday

14. Country of origin of foreign tourists (please rank): USA  GERMANY  UK  
  CANADA  FRANCE  RUSSIA  
  SAARC  OTHERS

15. Length of stay of tourists: Less than 10 days  
  10-20 days  
  20-30 days  
  30-40 days  
  above 40 days

16. Number of tourist per annum: 2001  2002  2003  2004  
  2005  2006  2007  2008  
  2009  2010

17. Room rent per annum: 2001  2002  2003  2004  
  2005  2006  2007  2008  
  2009  2010
<table>
<thead>
<tr>
<th>18. Cost of maintenance of room per annum</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Number of foreign tourist arrival per annum</td>
<td>2001</td>
<td>2002</td>
<td>2003</td>
<td>2004</td>
<td>2005</td>
<td>2006</td>
<td>2007</td>
<td>2008</td>
<td>2009</td>
<td>2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Number of domestic tourist arrival per annum</td>
<td>2001</td>
<td>2002</td>
<td>2003</td>
<td>2004</td>
<td>2005</td>
<td>2006</td>
<td>2007</td>
<td>2008</td>
<td>2009</td>
<td>2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Staff wages paid per annum</td>
<td>2001</td>
<td>2002</td>
<td>2003</td>
<td>2004</td>
<td>2005</td>
<td>2006</td>
<td>2007</td>
<td>2008</td>
<td>2009</td>
<td>2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Any other information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
INTERVIEW SCHEDULE FOR COMMERCIAL SHOPS AT TOURIST SPOTS

1. Name : 

2. Address : 

3. Nature of business : Tea shop □ Sweet stall □ Petty shop □
   Tender coconut shop □ Barber shop □
   Fruit stall □ Flower stall □
   Fancy shop □

4. Years of existence of business : Less than 5 years □ 5-10 years □
   Above 10 years □

5. Initial investment : Less than Rs.1000 □ Rs.1000-2000 □
   Above Rs.2000 □

6. Daily recurring investment : Less than Rs.200 □ Rs.200-400 □
   Above Rs.400 □

7. Sales per day : Less than Rs.500 □ Rs.500-1000 □
   Above Rs.1000 □
<table>
<thead>
<tr>
<th>8. Price per day</th>
<th>Less than Rs.100</th>
<th>Rs.100-200</th>
<th>Above Rs.200</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. No. of buyers per day</td>
<td>Less than Rs.100</td>
<td>Rs.100-200</td>
<td>Above Rs.200</td>
</tr>
<tr>
<td>10. Any other information</td>
<td>:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
INTERVIEW SCHEDULE FOR TOURISTS

GENERAL INFORMATION

1. Name : 
2. Age : 
3. Income : 
4. Sex : 
5. Country of origin : 

6. Occupation : Professional [ ] Businessman [ ]
   Educationalist/Scientist [ ] Officials [ ]
   Student [ ] Housewife [ ] Retired [ ]
   Unemployed [ ] Others [ ]

7. You are accompanied by : alone / with family / with friends

8. Your purpose of visit : Pleasure / Pilgrimage / Business/official/
   Academic / others

OPINION ABOUT HOTELS

1. Your Opinion about availability
   of rooms in hotels : Available / Not available / Do not know

2. Your duration of stay in the
   hotel : Less than 10 days / 10-20 days / 20-30 days
   30-40 days / above 40 days
3. Type of accommodation you normally prefer: Five star hotels / Three/two star hotels/ Non star hotel / Free accommodation / Guest house

4. Your opinion about the behaviour of reception staff in hotels: Satisfactory / Not satisfactory / No opinion

5. Do you think that rooms are easily available in hotels in Tiruchirapalli: Easily available/Not available/no comment

6. Your opinion about the role of hotels in promoting tourism: Excellent / Satisfactory / Not satisfactory/Do not know

7. Your opinion on change in hotels pertaining to various facilities/amenities
   a. About room rent: Subsidised / Economical/Excessive/No comment
   b. About food & beverages: Subsidised/Economical/Excessive/No comment
   c. About tea: Subsidised/Economical/Excessive/No comment
   d. About transport: Subsidised/Economical/Excessive/No comment
   e. About others: Subsidised/Economical/Excessive/No comment

8. Opinion about maintenance and cleanliness in hotels:
   a. About rooms: Excellent / Good / Satisfactory / Poor
   b. About linen: Excellent / Good / Satisfactory / Poor
   c. About toilet and bath: Excellent / Good / Satisfactory / Poor
   d. About general areas: Excellent / Good / Satisfactory / Poor
9. Opinion about the quality of food and beverages in hotels:
   a. Tea and snacks      : Delicious / Tasty / Very hygienic / No comment
   b. Lunch              : Delicious / Tasty / Very hygienic / No comment
   c. Dinner             : Delicious / Tasty / Very hygienic / No comment

10. Opinion about the facilities/amenities provided by hotels
    a. For package tours : Excellent/ satisfactory / Poor / No comment
    b. For boarding     : Excellent / Satisfactory / Poor / No comment
    c. About free pick-ups and drops : Excellent / Satisfactory / Poor / No comment

**PERCEPTION ABOUT TRANSPORT**

1. Mode of arrival to Tiruchirapalli:
   - TTDC Coach
   - Train
   - Own van
   - Maxi cab
   - Tourist car

2. Expenditure on transport:
   - Less than Rs.5000
   - Rs.5000-10000
   - Rs.10000-20000
   - Above Rs.20000

3. Mode preferred for long distance travel between cities:
   - Air
   - Rail
   - Road

4. Mode of travel preferred for local sightseeing:
   - Air conditioned coach
   - Air conditioned car
   - Non air conditioned coach
   - Non air conditioned car
   - Others
IV. DETAILS FOR EXPENDITURE IN TOURIST SPOT

1. Expenditure in Trichy District

<table>
<thead>
<tr>
<th>Items</th>
<th>Less than Rs.2000</th>
<th>Rs.2000-4000</th>
<th>Rs.4000-6000</th>
<th>Above Rs.600</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food &amp; Drinks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entertainment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal travel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Expenditure on shopping

<table>
<thead>
<tr>
<th>Items</th>
<th>Less than Rs.2000</th>
<th>Rs.2000-4000</th>
<th>Rs.4000-6000</th>
<th>Above Rs.600</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jewellery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leather goods</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Textiles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brass/cooperware</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ivory goods</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handicrafts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Readymade garments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Amount paid for Tourist guides: Less than Rs.2000 / 2000-4000 / 4000-6000 / above 6000

V. PROBLEM FACED BY TOURISTS

1. Inconvenience experienced in Tiruchirapalli District

In hospitable climate □

Poor quality of accommodation □

Nonavailability of right type of food □
Poor sanitary conditions
Tiresome customs & Immigration procedure
Unhelpful people / unethical traders
Nonavailability of air bookings
Nonavailability of train bookings
Nonavailability of air conditioned cars/coaches
Inadequate tourist guide services
Problems of personal security & safety
Limited shopping facility
Lack of cultural activities/entertainment
Inadequate night life

2. Please assign points from 1 to 10 to each of the following factors

Accommodation
Transport
Architecture
Recreation and entertainment
Pilgrimage or temple visit
Services of TTDC
BIBLIOGRAPHY

Acharya Ram, Civil Aviation and Tourism Administration in India – A Study in Management, National Publishing House, New Delhi, 1978


-----., The Social Effects of Tourism, Current Anthropology, 13, 1972

Akthar, Javid, Tourism Management in India, Ashish Publishing House, New Delhi, 1990

Anand, M.M., Tourism and Hotel Industry in India, Prentice Hall of India, New Delhi, 1976

Andaman & Nicobar Administration, Jan Jathi Vikas Samity, Retrival from the Precipice, Port Blair, 1977

Andaman & Nicobar Administration, Gazetteer, A.N. Islands, Calcutta, 1939

Archer, Brian, H. Demand Forecasting in Tourism, University of Walls Press, Cendiff, 1976

Ayyar, T.G.N., Meet our Onges, A & N Information, Port Blair, 1957

Baron, Raymond, R., Seasonality in Tourism, Economist Intelligence Unit Ltd., London, 1975

Basu, D.N., A Linguistic Introduction to Andamanese, Bulletin of the Department of Anthropology, 1(2) 1952


Batra, K.L., Problems and Prospects of Tourism, Printwell, Jaipur, 1989

Balsdon, JPVD, Life and Leisure in Ancient Rome, Bodley Head, London, 1966


-----, Tourism in India: History and Development, Sterling Publishers, New Delhi, 1978


Bonnington, M.C.C., Report on the Andamans in Census of India 1931, A Government of India Central Publication Branch, Calcutta, 1931

-----, Census of India, 1931, Andaman and Nicobar Island, Parts 1 and 2, 1932


-----., Economy of the Onge Society, Main in India, 44: 298-310, 1964

Box, George, EP and Gwilym, M. Jenkins, Time Series Analysis Forecasting and Control, Holdenday, Sai Francisco, 1970


Burns, Edward, M World Civilisation: Their History and Culture, Norton & Co., New York, 1974


Butler, R.W., The Social Implications of Tourism Development, Tourism Research, 2, 2 1974

Charles, Kaiser, Jr. and Helbger, Larry, E., Tourism-Planning and Development, CBI Publications, Boston, Massachusetts, 1971

Chak, B.L., Andaman and Nicobar Islands, Ministry of Information and Broadcasting, Govt. of India, New Delhi, 1967


Chatterjee, N.N., Status of Indian Tourism, Yojana, Planning Commission of India, New Delhi, Vol.XIX, No.11, 1975

Chib, S.N., Perspectives on Tourism in India, Publication Division, ministry of Information and Broadcasting, Govt. of India, New Delhi, 1983


Chopra, Shita, Tourism and Development in India, Asish Publishing House, New Delhi, 1991


Das, Manoj, A Tourist paradise, Sterling Publishing House, New Delhi, 1985
Dass, S.T., Andaman and Nicobar Islands (From Tradition and Modernity, Sagar Publications, New Delhi, 1982

Deweshwar, C., Tourism-21st Century, ISM, Financial Express, August 2, 1995

Dharmarajan, S., Rabindra Seth, Tourism in India, Travels and Issues, Haranand Publications, New Delhi, 1994


Dutta, P.C. The great Andamanese: Past and Present, Anthropological Survey of India, Govt. of India, Calcutta, 1978


Government of India, Ministry of Tourism Policy, 1982

Government of India, Ministry of Transport Report on a Pilot Survey on the Pattern of Tourism in India, 1956
Graburn, Nelson, HH and Jafar Jafari, Tourism Social Science, Special Issue, Annals of Tourism Research 12(1) 1991

Greenwood, D.J., Tourism an Agent of Change: A Spanishy Basque Case, Annals of Tourism Reasearch, 3(3) 1976

Gupta, Vijay Kumar, Tourism in India, Gian, Delhi, 1987

Gunn, Clare, A, Vacations Cape: Designing Tourist Regions, Austin University of Texas, 1972

-----, A Tourism Planning, Taylor and Francis, New York, 1988


Indian Journal of Marketing, Journals of Tourism and Hotel Management, 1985-86, University of Jodhpur

Indian Institute of Public Opinion, Report on Indian Tourism, Performance, New Delhi, 1978

Indian Statistical Institute, Survey of Foreign Tourists in India, 1982-83


Kachru Arun, Role of Hotels an Indian Tourism, The Economic Times, 4th July 1981


Kaul, R.N., Dynamics of Tourism—A Trilogic, Sterling Publications, New Delhi, 1985

Khanna, S.D., Report the Hotel Review and Survey Committee, Ministry of Tourism, Delhi, 1968


Krishnathry, S.M., Brief Resume of Activities of the Andaman Adim Jan Jathi Vikas, Vikas Samiti, Port Blair, 1974

Kumar, H.L., Personnel Management in Hotel and Catering Industry, Metropolitan, New Delhi, 1986

Maneet kumar, Tourism Today: An Indian Perspective, Kanishka Publishing House, New Delhi, 1992

Mann, R.S., The Bay Islanders, Institute of Social Research and Applied Anthropology, Calcutta, 1978


Muni Lal, Haryana: On high Road to the Prosperity, Vikas Publishing House, Delhi, 1974


NCAER, Cost Benefit Study of Tourism, NCAER, New Delhi, 1975
Negi, J.M.S., Tourism and Hotellering, Gitanjali Publishing House, New Delhi, 1982


Roy, S.K., Are Tourists Destroying our Heritage? The Illustrated Weekly of India, June 3, 1979,

Selvam, M., Tourism Industry in India, Himalaya Publishing House, New Delhi, 1991


Smith, A. Enquiry into the nature and causes of the Wealth of Nations, Modern Library, New York, 1776

Tata Economic Consultancy Service, Report on the pilot Study on Domestic Tourism, Bombay, 1981


Weightman, B.A., Third World Tour Landscape  Annals of Tourism Research, 14(2), 1987