# **PROGRAMME GUIDE FOR**

# BACHELOR OF BUSINESS ADMINISTRATION (AIR TRAVEL MANAGEMENT)



Dr. Babasaheb Ambedkar Open University Jyotirmay Parisar, Opp. Shri Balaji Temple, Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad, Gujarat 382481 Electronic version of the prospectus is also available for download at: <u>http://www.baou.edu.in</u>

- 1. BAOU is a State Open University established by an Act No. 14 of 1994 passed by Gujarat State legislature. BAOU Degrees/Diplomas/ Certificates are recognised by all the member institutions of the Association of Indian Universities (AIU) and are at par with Degrees/ Diplomas/ Certificates of all Indian Universities/Deemed Universities/ Institutions.
- Recognised by AIU- letter no. & date. EV/II(499)/94/176915-177115,dt. 14/1/1994
- 3. Recognised by UGC letter no. & date. F.No. 1-18/2018(DEB-1), dt. 31.12.2018

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#### Message from the Vice Chancellor

Dear Students,

Greetings from Dr. Babasaheb Ambdkar Open University, Ahmedabad!

It gives me immense pleasure to welcome you all to Dr. Babasaheb Ambedkar Open University (BAOU). I appreciate your urge to attain knowledge, grow and contribute in the growth of the society. John Dewey rightly says, "Education is not preparation for life; education is life itself". We, at BAOU have inculcated this philosophy in our system. I firmly believe a good society is always committed to provide a quality education to every student to serve the public common good resulting in Great Nation Building. As we look to the future, one thing is certain that knowledge will be a key resource and even ours is the society that strongly affirms 'विद्वान् सर्वत्र पूज्यते'. BAOU is committed to provide qualitative education with the objective to create a welfare nation.

BAOU is unique, being the only state Distance Mode-Open University of Gujarat, established by the Government of Gujarat. The prime objective of the university is to equip its learners with knowledge, skills and competencies associated with employability through flexible, learner-centered and technology enhanced way following the basic principles of open and distance education. BAOU has contributed substantially to meet the educational needs of such aspiring students who hail from all strata of the society and wish to gain degrees in distance mode. Due to the nature of the teaching methodology adopted by the university, the infrastructure it possesses and the system it has developed, BAOU serves a large student population spread throughout Gujarat through the network of Regional Study Centers located in every district of the state satisfying strong urge of learning of every learner.

Moreover, BAOU, in very near future, is planning to introduce a set of unique Online Programmes for the students across Gujarat seeking for variety of new, opportunity opener and challenging courses. The university is also going to set a Study Centre at the campus for the students who would like to have an experience of Contact teaching along with Distance Learning and get maximum benefit by consulting the respective teachers.

John F. Kennedy says, "Let us think of education as the means of developing our greatest abilities, because in each of us there is a private hope and dream, which, fulfilled, can be translated into benefit for everyone and greater strength for our nation." Let's all dream big and strive hard to realize it.

I would wholeheartedly attend to the comments and suggestions from academicians, employers and students to enhance the quality and process of imparting education. I invite all stakeholders to join in the Journey of Knowledge, the eternal journey.

Best Wishes.

Prof. (Dr.)Ami Upadhyay Vice Chancellor (I/C)

#### **1.** Basic Information

### 1.1 BBA(AT) Programme Objectives

Bachelor of Business Administration (Air Travel Management) helps learners build their path in the field of Air Travel Industry and make successful career in future. It is about managing a company's strategic approach to travel (travel policy), the negotiations with all vendors, day-to day operation of the corporate travel programme, traveler safety & security, credit card management and T&E data management. While agencies provide the day-to-day travel services to corporate clients, they are the implementing arm of what the corporation has negotiated and put forth in policy. In other words CTM decides on the class of service that employees are allowed to fly, negotiate corporate fares/rates with airlines and hotels as well as set forth the use of the corporate credit card. The agency on the other hand makes the actual reservation within the parameters given by the corporation. This course is designed for students wishing to pursue a career in the travel & tourism industry, as well as those wishing to familiarize themselves with Passenger Service, Travel Agencies, Airline Offices, etc.

#### **Objectives:**

- ✓ To provide management information allowing understanding of the complexities of the Air Travel & Tourism Industry.
- ✓ To provide the knowledge and enhance the skills of learners regarding general management as well as management techniques related to the Air Travel Industry.
- ✓ To make learners, confident and impart managerial skills to the learners in the Air Travel Management field, which has grown tenfold in last three years.
- To explain the various management requirements of the fast growing Air Travel & Tourism industry in India and other parts of the world.
- ✓ To provide trained management professionals, which requires necessary information of management for decision making purpose, settings standards, measuring performance against standards at one hand and taking actions to implement decisions at the other.

#### **1.2 Duration of the Programme**

The Bachelor of Business Administration (Air Travel Management) programme is a three years degree programme. However, the maximum duration of the programme is eight years as stated below:

Minimum Duration: 3 years

Maximum Duration: 8 years.

In case, a learner is not able to qualify a course in the first attempt, he/ she shall have to qualify in the particular course within the next four attempts, subject to maximum duration of the study.

#### **1.3 Programme Fee**

- For Three Years Degree Course of Bachelor of Business Administration (Air Travel Management) Programme, learners will have to pay Rs 15000/- per year. Total would be Rs. 45000/- for three year programme.
- Charges for issue of certificates (TC, Migration & Degree) will be according to University rules
- Examination fees will be as per university norms

#### 1.4 Medium of Instruction

English

#### 1.5 Credit Hours

The University follows the system of assigning 30 hours of study per credit of a course. Therefore, following this norm, a 4-credit course constitutes a total of 120 hours of study.

Out of the total credit hours, a minimum of 10%, i.e., minimum 12 hours of counselling per course is offered to the learners at their respective study centres/Learner Support Centre.

#### 1.6 BBA(AT) Programme Structure

The Programme Structure of the Bachelor of Business Administration (Air Travel Management) Programme comprising of various subjects would be as follows:

Bachelor of Business Administration (Air Travel Management)		inagement)
	First Year	
Subject Code	Subject Name	Credit Points
BBAATR- 101	Introduction to Hospitality	4
BBAATR- 102	English for Hotel & Tourism Industry	4
BBAATR- 103	Principles of Management	4
BBAATR- 104	Geography of Tourism	4
BBAATR- 105	Air Hostess and Cabin Crew Management	4
BBAATR- 106	Front Office Management	4
BBAATR- 107	Principles and Practices of Tourism	4
BBAATR- 108	Computer Reservation System (Practical +Theory)	4
BBAATR- 109	Flight Catering	4
	Total Credit	36

	Second Year	
Subject Code	Subject Name	Credit Points
BBAATR- 201	Travel Agency and Tour Operations	4
BBAATR- 202	Airfare & Ticketing Part-I (Practical +Theory)	4
BBAATR- 203	Aviation Hazards	4
BBAATR- 204	French Language	4
BBAATR- 205	Airline and Tourism Marketing	4
BBAATR- 206	Cargo and Logistics Management	4
BBAATR- 207	Hospitality Law	4
BBAATR- 208	Industrial Training (Logbook, WTO, Project Manual)	6
	Total Credit	34

	Third Year	
Subject Code	Subject Name	Credit Points
BBAATR- 301	Indian Tourism Product	4
BBAATR- 302	Air Transportation & Disaster Management	4
BBAATR- 303	Passenger Management	4
BBAATR- 304	Business Communication & Soft Skills	4
BBAATR- 305	Airport Operation & Management	4
BBAATR- 306	Airfare & Ticketing Part-II (Advanced) (Practical +Theory)	4
BBAATR- 307	Research Project +Presentation	6
	Total Credit	30
	Total Credit Points	100

#### 1.7 Recognition

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#### 1.8 Learner Support Services

The learner support services available in the Bachelor of Business Administration (Air Travel Management) programme include the following:

- I. Self-Learning Materials covering the entire syllabi,
- II. Counselling sessions at study centers/ learner support centres,
- III. Access to library services at study centers
- IV. Access to University's Library "Vivekananda"
- V. Official Website: We have developed official website www.baou.edu.in for our learners and general public. It provides all the relevant information to the learners.
- VI. Chaitanya Studio: University has its own state of the art HD "Chaitanya" studio for producing high end Audio- Video programmes.
- VII. SWADHYAY TV: Audio- Video programmes are made available online on university's official website through SWADHYAY TV.
- VIII. E- SLM: An e-learning portal named OMKAR has been launched by the university.It is digital repository where the study materials are uploaded for the learners.
  - IX. ASK-ME-Kiosk: Initiative by BAOU, it is a student friendly internet enable digital touch screen device displaying detailed information about the university free of cost
  - X. SMS and e-mail Alert Facility: University has initiated an SMS and e-mail alert facility for learners regarding any news, events and learner-related information of the university.

#### 1.9 Newsletter

BAOU Newsletter can be accessed at https://baou.edu.in/news-announcements

#### 1.10 How to contact the BBA(AT) Programme Coordinator

Learners may contact the BBA(AT) Programme Coordinator by sending a communication through post to the BBA(AT) Programme Coordinator, BAOU, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Chharodi, opp. Shri Balaji Temple, Ahmedabad, Gujarat 382481, or can send an email to kmro@baou.edu.in

# 2. Instructional System

Through face to face contact programme - Counselling sessions will be conducted at respective study centres/ Learner Support centre on Saturdays, Sundays and on public holidays.

Various others techniques are also used to benefit the learners:

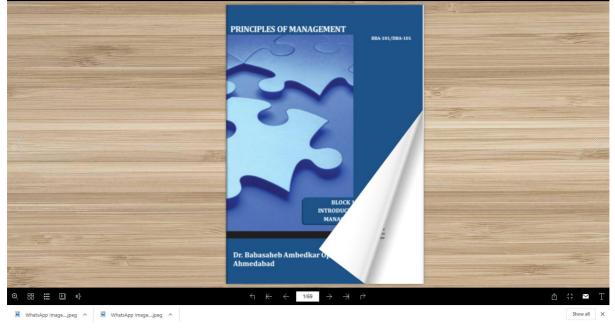
- By providing Self Learning Material
- Swadhyay TV (Video lecture through web portal)
- VANDE Gujarat Educational channel 16 of Govt. of Gujarat

### 2.1 Print Material (Self Learning Material)

Self Learning Material is the primary form of instructional materials. These are supplied to the learners in the form of 4 booklets called blocks. Each block consists of 3-6 units. The size of a unit is such that the material given therein may be expected to be studied by a student in a session of about 6 to 8 hours of study. Therefore, you are advised to concentrate mainly on the Self Learning Material, which we will distribute to you in a hard copy as well as soft copy as fast pace of computer industry necessitates that students must do some additional readings. Students are advised to study reference books which we have sited after the end of each and every units.

#### 2.2 E-Book

E Book are also available in order to felicitate our learners so that they can study anywhere, any time at ease. Below is the glimpse of the E Book.





#### 2.3 Video Material

BAOU produces high quality audio-visual content at State of the art full HD "Chaitanya" studio with facilities for post production, storage of content and archival of content. Video lectures are recorded by the Professor, Pricipal, Subject Expert, Emminent Personnel, Renowned Teachers across India in order to equip learners with knowledge and skills.

Below is the weblink to watch the video lecture: http://14.139.122.7/swadhyaytv/school.aspx?id=2

#### 2.4 Vande Gujarat

Government of Gujarat, under the "Vande Gujarat" program, undergraduate education, skill enhancement, women empowerment, computer training, health, agriculture and animal husbandry, departmental training and expansion, digital knowledge, cleanliness campaign etc.

Vande Gujarat URL : <u>https://vande.gujarat.gov.in/Home\_guj.aspx</u>



# Schedule of Lecture : <u>https://vande.gujarat.gov.in/programlist.aspx</u>

	V	ANDE	Video Audio Network for Develo An Initiative of Government of		BISAG BO 9901,2005 SO 9901,2005 CMMI Level-5	ENGLISH   SYRIA DESCRIPTION DESCRIPTION
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1 01/12/2020	16 B/	AOU Sociology	સમાજશાસના સિદ્ધાંતો	1:55:56 PM To 2:26:03 PM		
2 01/12/2020		AOU Sociology	Sociology Promo	1:55:45 PM To 1:55:56 PM		
3 01/12/2020		AOU Sociology	સમાજશાસ્ત્રીય સિદ્ધાંતી કાર્યાત્મક વાદ	2:26:03 PM To 3:11:02 PM		
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5 01/12/2020	16 B/	AOU Schedule	સમય પત્રક	3:58:16 PM To 4:00:00 PM		
6 01/12/2020	16 B/	AOU Computer	C Programming	4:00:00 PM To 4:22:07 PM		
7 01/12/2020	16 B/	AOU Economics	Economics Promo	4:22:07 PM To 4:22:30 PM		
8 01/12/2020	16 B/	AOU Economics	SUSTAINABLE DEVELOPMENT AND BIODIVERSITY	4:22:30 PM To 4:45:30 PM		
9 01/12/2020		AOU Management	Management Promo	4:45:30 PM To 4:45:55 PM		
10 01/12/2020		AOU Management	સંચાલન	4:45:55 PM To 5:21:44 PM		
11 01/12/2020		AOU English	English Promo	5:21:44 PM To 5:22:03 PM		
12 01/12/2020		AOU English	TEACHING OF ENGLISH UNIT-1-NATURE, NEED & OBJECTIVES	5:22:03 PM To 5:55:45 PM		
13 01/12/2020		AOU Sociology	Sociology Promo	5:55:45 PM To 5:55:56 PM		
14 01/12/2020		AOU Sociology	સમાજશાસના સિદ્ધાંતી	5:55:56 PM To 6:26:03 PM		
15 01/12/2020		AOU Sociology	સમાજશાસ્ત્રીય સિદ્ધાંતો કાર્યાત્મક વાદ	6:26:03 PM To 7:11:02 PM		
16 01/12/2020		AOU CFN	આહાર,પોષણ અને પોષક તત્વો	7:11:02 PM To 7:58:16 PM		
17 01/12/2020		AOU Computer	C Programming	12:00:00 AM To 12:22:07 AM		
18 01/12/2020		AOU Economics	Economics Promo	12:22:07 AM To 12:22:30 AM		
19 01/12/2020		AOU Economics	SUSTAINABLE DEVELOPMENT AND BIODIVERSITY	12:22:30 AM To 12:45:30 AM		
20 01/12/2020	16 B/	AOU Management	Management Promo	12:45:30 AM To 12:45:55 AM		

#### 2.5 Swdhyay TV, Swdhyay Radio, OMKAR-e

Today TV and Radio have come up as very powerful mediums of edutainment. They provide education with the fun and concentration of entertainment. Considering the importance and need of imparting quality education and training by TV and Radio production as a part of the curriculum of the University, Dr. Babasaheb Ambedkar Open University, Government of Gujarat has initiated two projects through its state-of-the-art Studio and Radio. They are named as "Swadhyay TV" and "Swadhyay Radio". These innovative project initiatives by BAOU, facilitate web based learning through video and radio. A state of the art High Definition TV and Sound recording studio with post production facilities supplement these initiatives to ensure high quality educational content production. This facility and initiatives will also work towards enriching the archival system for OMKAR-e (Online Courses at BAOU).

The great initiatives facilitates Internet enabled High definition Television called "Swadhyay TV" and Internet enabled Radio station called "Swdhyay Radio" at the "Jyotirmay" campus of University. The Dr. Babasaheb Ambedkar Open University has established a state-of-the-art HDTV and sound recording studio called "Chaitanya" with post production facilities suitable for premier educational institution with required infrastructure for production of TV and audio content. BAOU utilizes these facilities for preparation of audio/video instruction material for its courses as well as content development of other subjects.

#### 2.6 Counselling Sessions

Counseling sessions are divided into two parts, one is Theory Sessions and the another one is Practical Sessions. Below is the details of the theory and practical Counseling sessions are furnished.

**2.6.1 Theory Session:** This theory sessions are mainly conducted to solve the quarries of the learners because in ODL system, face-to-face contact between the learners and their tutors/counsellors is relatively less. If learners have doubt they can

avail the sessions to clarify your doubts that may not be possible through any other means of communication. It also provides you with an opportunity to meet your fellow students. There are academic counsellors at the Study Centres to provide Counseling and guidance to you in the courses that you have chosen for study. Normally, these sessions will be held at the study centres on Saturdays and Sundays. You should note that the Counseling sessions would be very different from the classroom teaching or lectures. Counsellors will not be delivering lectures as in conventional teaching.

- **2.6.2 Practical Sessions:** The practical sessions will be held in the computer centres / labs of the Learner Support Centre/ Study Centres. In these computer labs, the participants will have the facility to use the computer and software packages relevant to the syllabus.
- **2.6.3 Practical Manual:** Practical Manuals are provided to the learners which are as follows:

Sr. No.	Year	Subject Code	Subject Name
1	1 <sup>st</sup> Year	BBAATR- 108	Computer Reservation System (Practical +Theory)
2	2 <sup>nd</sup> Year	BBAATR- 202	Airfare & Ticketing Part-I (Practical +Theory)
3	3 <sup>rd</sup> Year	BBAATR- 306	Airfare & Ticketing Part-II (Advanced) (Practical +Theory)

#### **Guidelines to learners:**

- Equipment in the lab for the use of learner's community. Learners need to maintain a proper decorum in the computer lab.
- Learners must use the equipment with care. Any damage is caused is punishable.
- Learners are required to carry their observation / programs book with completed exercises while entering the lab.
- Learners are supposed to occupy the machines allotted to them and are not supposed to talk or make noise in the lab. The allocation is put up on the lab notice board.
- Lab can be used in lab time decided by lab-in charge.
- Lab records need to be submitted on or before date of submission.
- Learners are not supposed to use any USB or other devices.

• Use of computer network is encouraged.

# 2.6.4 Counselling Session Details:

	Subject wise Number of Counselling	Sessions	
	First Year		
Subject Code	Subject Name	Credit Points	No. of Counselling Sessions
BBAATR- 101	Introduction to Hospitality	4	12
BBAATR- 102	English for Hotel & Tourism Industry	4	12
BBAATR- 103	Principles of Management	4	12
BBAATR- 104	Geography of Tourism	4	11
BBAATR- 105	Air Hostess and Cabin Crew Management	4	12
BBAATR- 106	Front Office Management	4	12
BBAATR- 107	Principles and Practices of Tourism	4	12
BBAATR- 108	Computer Reservation System (Practical +Theory)	4	12
BBAATR- 109	Flight Catering	4	11
	Second Year		
BBAATR- 201	Travel Agency and Tour Operations	4	12
BBAATR- 202	Airfare & Ticketing Part-I (Practical +Theory)	4	12
BBAATR- 203	Aviation Hazards & Safety Management	4	12
BBAATR- 204	French Language	4	12
BBAATR- 205	Airline and Tourism Marketing	4	11
BBAATR- 206	Cargo and Logistics Management	4	12
BBAATR- 207	Hospitality Law	4	12

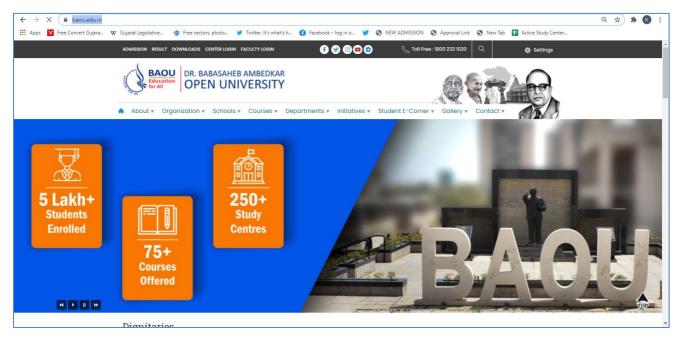
			<u> </u>
BBAATR- 208	Industrial Training (Logbook, WTO, Project Manual)	6	18
	Third Year		
BBAATR- 301	Indian Tourism Product	4	12
BBAATR- 302	Air Transportation & Disaster Management	4	12
BBAATR- 303	Passenger Management	4	11
BBAATR- 304	Business Communication & Soft Skills	4	12
BBAATR- 305	Airport Operation & Management	4	12
BBAATR- 306	Airfare & Ticketing Part-II (Advanced) (Practical +Theory)	4	12
BBAATR- 307	Research Project +Presentation	6	18

Note: BBAATR-208 & BBAATR-307 courses, number of counselling sessions will be as per the requirement of the learners.

# 3. Browsing BAOU's Website

BAOU Website URL : <u>https://baou.edu.in/</u>

# 3.1 Navigation from Home Page

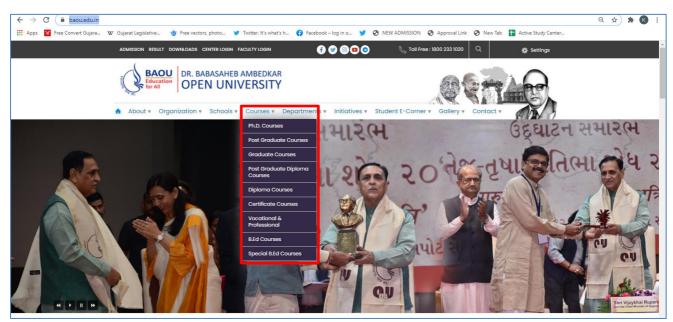


# 3.2 Navigation of BBAAT pages

**Step-1**: Visit <u>https://baou.edu.in/</u> website.



 $\mbox{Step-2}$  : Click to  $4^{th}$  Section from left side Course, Click Vocational and Professional Courses.



#### Step-3 : Select Bachelor Programmes

Apps 🛛 🗹 Free Convert Gujara	👿 Gujarat Legislative 🍵 Free vectors, photo 🎐 Twitter. It's what's h 😝 Facebook – log in o 🎐 🔕 NEW ADMISSION	N 🚱 Approval Link 🔇 New Tab 🚹 Active Study Center	
	internationally recognisea, tiexible programs that will open the abors to an outstanding ruture.	Post Graduate Courses	
		Graduate Courses	
	Diploma Programmes	Post Graduate Diploma Courses	
	Diploma in Computer Application (DCA)	<ul> <li>Diploma Courses</li> </ul>	
	Diploma in Business Administration (DBA)	Certificate Courses	
	Diploma in Health Sanitary Inspector (DHSI)	program details	
	Diploma in Hospitality and Toursim Management (DHTM)	<ul> <li>Special B.Ed Courses</li> </ul>	
	Bachelor Programmes	Vocational Professional	
		Ph.D. Program	
	Bachelor in Computer Application (BCA) Bachelor in Business Administration (BBA) Bachelor in Computer Application (Multimedia) (BCAMUL) BBA in Air Travel Management (BBAAT)	Important Dates	
	Post Graduation Programmes		
	Post Graduate Diploma in Computer Application (PGDCA) Post Graduate Diploma in Business Administration (PGDBA) Post Graduate Diploma in Marketing (PGDM) Post Graduate Diploma in Finance (PGDF) Post Graduate Diploma in Human Resource (PGDHR)	No active important_dates currently I	
	Master Programmes		

# 4. BBA(AT) (Revised) Programme Syllabus

#### BBAATR-101 INTRODUCTION TO HOSPITALITY

# INTRODUCTION TO HOTELS, COMMUNICATION AND FRONTBLOCKOFFICE ORGANISATION

#### Unit 1 HOTEL INDUSTRY

I

Objectives, Introduction, History of the hotel industry, Growth of Hotel Industry, Types of Hotels, Hotel Grading System, Standards of Hotel Classification, Categorization by star system, Classification based on star rating, Categorization by locations, Categorization by number of rooms, Categorization by type of plan, Categorization by type of clientele, Categorization by length of guest stay, Categorization by ownership, Changing Profiles of Hotel Industry, Development of Hotel Industry, Hotel Chains in India, Palace Hotels and State Owned Hotels, ITC Hotels, Taj group of hotels, Welcome group/ITC group, Oberoi group of hotels, Heritage hotels in India

#### Unit 2 INTRODUCTION TO TOURISM INDUSTRY

Objectives, Introduction, History of Travel & Tourism, Religious Travel, Ancient Leisure Travel, The Grand Tour, Famous and Renowned Travellers, History of Transportation, Rail Transport, Sea Transport, Air Transport, Motor Car, Classification of Tourism Industry, Hotel Industry, Food & Beverage Industry, Activities, Transportation Services, Retail Industry, Types of Tourism, Domestic Tourism, International Tourism, Leisure Tourism, Business Tourism, Ecotourism, Adventure Tourism, Historical Tourism, Religious Tourism, Cultural Tourism, Mass Tourism, Types of Tourists, Business Tourists, Leisure Tourist, International Tourists, Group Tourists, Visiting Friends and Relatives

#### Unit 3 THE TOURISM SECTOR

Objectives, Introduction, Definition of Tourism, History of Tourism, Forms of Tourism, World Tourism Statistics, International Tourism Receipts, Servicing Inbound tourist, Serving the Inbound Market, Getting Started, Examples of Services to Offer, Resources, Getting Domestic Business, Getting Foreign Business, World Tourism Organization

#### BLOCK THE INDIAN TOURISM SCENARIO

II

Unit 1

#### TRAVEL-RELATED PRODUCTS

Objectives, Introduction, Travel Related Services, Food and Beverage Business, Travel Insurance Package, Passport, Types of Passports, Indian Passport, Baggage Allowance, visa

#### Unit 2 INTERNATIONAL TOURISM ORGANISATIONS

Objectives, Introduction, International Union of Official Travel Organizations (IUOTO), World Tourism Organization (WTO), Pacific Asia Travel Association (PATA), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), European Travel Commission (ETC)

Unit 3

III

#### ECO TOURISM AND ADVENTURE TOURISM

Objectives, Introduction, Advent of Ecotourism and Adventure Tourism, Ecotourism, Principles of Ecotourism, Ecotourism Trends, Benefits of Ecotourism, Adventure Tourism, History of Adventure Tourism, Classification of Adventure Tourism, Risks Involved in Adventure Tourism, Characteristics and Features of Adventure Tourism, Benefits of Adventure Travel, Safety Measures in Adventure Tourism

### BLOCK HOTEL OPERATIONS

#### Unit 1 DIVISIONS OF HOTEL

Objectives, Introduction, The Departments of Hotel Organization, The Rooms Division Organization, Front Office, Housekeeping

#### Unit 2 FRONT OFFICE DEPARTMENT

Objectives, Introduction, Front Office Department, Front Office Organisation, Attributes of Front Office Personnel, Sub Departments of Front Office, Front Desk, Reservation Department, Telephone Department, Uniformed Department

#### Unit 3 FOOD & BEVERAGE DIVISION

Objectives, Introduction, Organizational Structure, Types of Catering Establishment, Food and Beverage Production, Kitchen Brigade, Sections of Kitchen

#### Unit 4 OTHER DIVISIONS

Objectives, Introduction, Hotel Organisation, H.R. Division, Sales & Marketing Division, Security Division, Accounts Division, Engineering & Maintenance Division, Additional Departments, Information and Technology, Recreation Department, Retail Outlets, Casinos, Learning and Development Department

#### BLOCK <u>MICE TOURISM</u>

IV

#### Unit 1 RECREATION AND LEISURE

Objectives, Introduction, Recreation, Public Recreation and Parks Agencies, Commercial Recreation / Non Commercial Recreation, Theme Parks, Clubs and City Clubs, Voluntary Organization, Leisure

#### Unit 2 MEETING, INCENTIVES, CONVENTIONS AND EXHIBITION

Objectives, Introduction, Meetings, Meeting Planners, Seating Arrangements, Convention, Exhibition and exposition, off-Premise Catering

#### Unit 3 MICE TOURISM IN INDIA

Objectives, Introduction, MICE Tourism in India, India, a Hot MICE Destination, Major MICE Destinations in India, Opportunities for India in MICE Tourism, Challenges for India in Mice Tourism, Event Management, Types of Events, Requisites of a Good Event

# Unit 4 CAREER OPPORTUNITIES ON HOSPITALITY AND TOURISM INDUSTRY

Objectives, Introduction, Hospitality and Tourism Industry Growth, Advantages of Joining Hospitality and Tourism Industry, Sectors of Hospitality and Tourism Industry, Careers in the Lodging/Hotel Industry, Entry Level Position, Skilled Level Position, Managerial Level position, Travel and Tourism Industry, Careers in the Tourism Industry, Travel Agents, Tour Operator, Event and Conference Organiser, Tour Guides, Leisure Activity Co-ordinators, Entertainment Manager, Event Planner, Travel Counsellor, Airline Travel and Luxury Cruise, Required Skills to Make a Career in the Travel & Tourism Sector

# BBAATR-102 English for Hotel and Tourism Industry

Block1:FunctionalVerbalCommunicationfor the Hospitality and Airline IndustryUnit1:WelcomingandRegisteringGuestsCommunicationfrom reception, registering their names and settling them in the<br/>rooms.rooms.rooms.

<u>Topics:</u> Welcoming guests, Common Dialogues with Guests, Dialogues with Staff, Vocabulary for various rooms and services at the hotel\_

<u>Grammar Component:</u> Simple Present Tense and usage of This, These, That and Those. Aware of using pronouns from I.... to They.

#### **Unit 2: Telephonic Communication**

<u>Topics:</u> Telephone Communication/ Taking room reservations/ Providing directions / Giving information

# Unit 3: Communicating to Describe Dishes and Airline Operations

Topics: Dialogue based communication to describe dishes at a restaurant.

### Unit 4: Overview of Grammar of the English Language

Topic: A listing of the twelve tenses/Parts of Speech/ and their usage

# Block2:FunctionalWrittenCommunicationfor the Hospitality and Tourism IndustryUnit 5: Email WritingFunctionFunction

Topic:Email writing/ Components of an Email/ Email etiquette/ Writing to Indian<br/>guests, international guests and general enquiries.

#### **Unit 6: Letter Writing**

Topic:LetterWritingBasics/TypesofBusinessLetters:CoverLetter/ComplaintLetter/CollectionLetters/BusinessQuotationLetters

#### **Unit 7: Message Notice Writing**

<u>Topic</u>: Taking Messages over Phone/Making Announcements/Notice Writing for events

#### **Unit 8: Recipe and Itinerary Writing**

<u>Topic</u>: Preparing Itineraries/Hospitality Vocabulary for Cruise and Travel for Groups/ Recipe Writing for simple dishes with proper emphasis on listing ingredients and sequencing

# Block3:FunctionalInterpersonalCommunicationfor the Hospitality and Tourism Industry

#### **Unit 9: Non-Verbal Communication**

<u>Topic</u>: Active Listening Parameters: Asking Questions and Confirming Answers/ Body Language Basics for successful Communication.

### **Unit 10: Solving Customer Problems**

<u>Topic</u>: Resolving Customer Complaints in the Hospitality Industry, Resolving Customer Complaints in the Airline Industry, <u>Grammar Component</u>: Conjunctions and Prepositions

### **Unit 11: Communicating at Interviews**

<u>Topic</u>: Successful Interviewing skills/ Answering Interview questions/Keywords at Interviews/ Traits of a Good Candidate

### **Unit 12: Handling Meetings and Presentations**

<u>Topic</u>: The communication tools to for good at meetings/ The etiquette that goes into being a part of meeting / How to create and make presentations / The importance of group discussions and how to excel in communicating at these.

# **Block 4: Communicating with the Media and Large Groups**

### Unit 13: Communicating for the Social Media

<u>Topic</u>: Learn the basics on how to communicate on social media / Learn how to make your communication effective / Avoiding mistakes on social media.

# Unit 14: Communicating with the Mass Media

<u>Topic</u>: How to write press releases for providing news to various media / Write classified advertisements / Learn how to paraphrase

# **Unit 15: Communicating for Guided Tours**

<u>Topics</u>: Communicate like a Tour Guide / Make plans / Providing directions /Giving information / Explain itineraries

#### **Unit 16: Career Options and Terminology**

<u>Topics</u>: Detailed list and vocabulary for Career Options in the Hospitality and Airline Industry.

### BBAATR-103 PRINCIPLES OF MANAGEMENT

#### **BLOCK 1: INTRODUCTION TO MANAGEMENT**

#### **UNIT 1**: NATURE AND FUNCTIONS OF MANAGEMENT

Definition, Nature- Features of Management, Management Functions, Management as a Process, Importance of Management, Management and Administration.

#### **UNIT 2: MORE ON MANAGEMENT**

Functional Areas of Management, Managerial Skills, Roles of a Manager, Levels of Management, Management as a Science, an Art and as a Profession.

#### **UNIT 3:** HISTORY OF MANAGEMENT

Schools of Management Thought, Classical Approaches: Systematic Management, Scientific Management, Administrative Management, Human Relations Movement and Contemporar Approaches:Quantitative Management, Organizational Behaviour, Systems Theory, Contingency Theory

#### **BLOCK 2: PLANNING, DECISION-MAKING, ORGANIZATION AND STAFFING**

#### **UNIT 1:** PLANNING

Planning – Meaning and Definition, Features, Steps in Planning Process, Approaches, Principles, Importance, Advantages and Disadvantages of Planning, Types of Plans, Types of Planning, Management by Objectives.

#### **UNIT 2**: DECISION-MAKING

Decision-making- Meaning, Characteristics, Decision-Making Process, Guidelines for Making Effective Decision, Types of Decisions.

#### **UNIT 3: ORGANIZATION AND ORGANIZATION STRUCTURE**

Organizing Process – Meaning and Definition, Characteristics, Process, Need and Importance, Principles, Span of Management. Organization Chart – Types, Contents, Uses, Limitations, Factors Affecting Organizational Chart, Organizational Structure – Line Organization, Line and Staff, Functional, Project, Matrix and Virtual. Informal Organization – Meaning, Characteristics, Importance, Limitations, Difference between Formal and Informal Organization

#### **UNIT 4**: STAFFING

Staffing – Meaning, Nature, Importance, Staffing Process – Manpower Planning, Recruitment, Selection, Orientation and Placement, Training, Remuneration, Performance Appraisal, Promotion and Transfer.

#### **BLOCK 3: DIRECTION, SUPERVISION, CONTROLLING AND COORDINATING**

**UNIT 1**: DIRECTION AND SUPERVISION

Direction – Definition, Nature, Need and Importance, Principles of Directing.

Supervision – Role and Functions of a Supervisor, Effective Supervision, Direction and Supervision.

#### **UNIT 2**: CONTROLLING

Controlling – Meaning, Features, Importance, Control Process, Characteristics of an Effective Control System, Types of Control.

#### **UNIT 3: CO-ORDINATION**

Co-ordination – Characteristics, Essentials, Types and Techniques, Principles, Obstacles and Needs.

#### **BLOCK 4: MORE ON MANAGEMENT**

#### **UNIT 1: MOTIVATION AND LEADERSHIP**

Motivation: Concept, Theories – Classical and Modern, Importance, Financial and Non-Financial Motivation, Positive and Negative Motivation, Group Motivation. Leadership: Definition, Meaning, Factors, Theories, Principles and Leadership Styles.

#### **UNIT 2:** COMMUNICATION

Communication: Definition, Meaning, Nature, Communication Process, Types and Barriers to Communication.

#### **UNIT 3: SOCIAL RESPONSIBILIES OF BUSINESS**

Social Responsibility – Meaning, Definition, Features, Scope, Social Responsibly of a Manager, Interested Group – Shareholders, Workers, Customers, Creditors, Suppliers, Government, Society. Indian Business and Social Responsibility.

#### **UNIT 4: STRATEGIC MANAGEMENT**

Meaning, Definition, Elements, Scope and Dimensions, Process, Importance, Strategic Decisions and SWOT Analysis

# BBAATR-104 GEOGRAPHY OF TOURISM

BLOCK I	<b>BASICS OF TOURISM AND GUJARAT TOURISM</b>
Unit 1	<b>Basics of tourism and tour operations</b> Objectives, Introduction, Elements of tourism supply chain, Tour operator, How to make a tour package
Unit 2	<b>Travel itinerary</b> Objectives, Introduction, Types of itinerary, Do's And Don'ts of Itinerary Preparation
Unit 3	<b>Gujarat tourism</b> Objectives, Introduction, Meaning of the name and history, Geography, Culture, Some famous tourist destinations, The World Heritage city of Ahmedabad, USP of Gujarat, MICE tourism in Gujarat, Promotional strategy of Gujarat Tourism, Future of Gujarat Tourism, Use of digital technology in tourism promotion in Gujarat, SWOT Analysis
BLOCK II	<u>PHYSICAL GEOGRAPHY OF INDIA AND</u>
Unit 1	IMPORTANCE IN TOURISM Importance of geography in tourism Objectives, Introduction, Tourism, Contributions of geography, Basic geographical terms, Geographical components of tourism, Major geographical regions for tourist activities, Geographical resources
Unit 2	<b>The geography of India</b> Objectives, Introduction, The geography of India, Northern plains of India, The peninsular plateau, Indian desserts, The coastal plains of India, The islands in India, Types of soil in India, River system of India, The climate of India
Unit 3	<b>Mountain passes and peaks of India</b> Objectives, Introduction, Mountain passes, Mountain peaks of India,
Unit 4	<b>Island geography of India</b> Objectives, Introduction, Formation of Islands,

	Types of Islands, Indian Islands, Arabian Sea
	Islands, Kavaratti, Kalpeni, Minicoy Island,
	Kadmat Island, Agatti Island, Bangaram Island,
	Bay of Bengal Islands, Port Blair, Ross Island,
BLOCK III	Other Islands HUMAN GEOGRAPHY OF INDIA AND ITS
DLUCK III	IMPACT
Unit 1	Major religions of India
onit I	Objectives, Introduction, Hinduism, Buddhism,
	Jainism, Islam, Hijrat, Festivals in Islam,
	Christianity, Festivals
Unit 2	Religious centres of India
onit 2	Objectives, Introduction, Religious centers of
	Hinduism, Religious centers of Buddhism,
	Religious centers of Jainism, The religious centers
	of Sikhism, Religious centers of Christianity in
	India, Religious centers of Islam
Unit 3	The natural and cultural geography of India
	Objectives, Introduction, Natural heritages of
	India, Mountain ranges, Hill stations of India,
	Wildlife sanctuaries and national parks in India, Cultural geography of India, Dance forms of India,
	The Handicrafts of India
BLOCK IV	TOURISM GEOGRAPHY AND REGULATORY
DECENTY	AUTHORITIES
	AUTHUNITES
Unit 1	States of India
Unit 1	
Unit 1	States of India
Unit 1	<b>States of India</b> Objectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various
	<b>States of India</b> Objectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous cities
Unit 1 Unit 2	<b>States of India</b> Objectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous cities <b>Monuments of India</b>
Unit 2	<b>States of India</b> Objectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous cities <b>Monuments of India</b> Objectives, Introduction, Monuments of India,
	States of IndiaObjectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous citiesMonuments of India Objectives, Introduction, Monuments of India, Museums of India
Unit 2	States of IndiaObjectives, Introduction, Kerala,Categories ofthe tourism product, Rajasthan, Madhya Pradesh,Top destinations in Himachal Pradesh, Variousfamous citiesMonuments of IndiaObjectives, Introduction, Monuments of India,Museums of IndiaObjectives, Introduction, Types of museum,
Unit 2 Unit 3	States of IndiaObjectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous citiesMonuments of IndiaObjectives, Introduction, Monuments of India, Museums of IndiaObjectives, Introduction, Types of museum, Natural history museum,
Unit 2	States of IndiaObjectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous citiesMonuments of India Objectives, Introduction, Monuments of India, Museums of India Objectives, Introduction, Types of museum, Natural history museum, Tourism organizations
Unit 2 Unit 3	States of IndiaObjectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous citiesMonuments of IndiaObjectives, Introduction, Monuments of India, Museums of IndiaObjectives, Introduction, Types of museum, Natural history museum,
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Unit 2 Unit 3	States of IndiaObjectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous citiesMonuments of IndiaObjectives, Introduction, Monuments of India, 

# BBAATR-105

# Air Hostess & Cabin Crew Management

# Block 1

Grooming, Skin and Hair care, Diet and Exercise, Hygiene, Make-up and Hairstyle, Clothes

# Unit 1

#### Importance of Grooming, Diet and Exercise, and Hygiene

- 1.1 Importance of Grooming
- 1.2 Health and Nutrition
- 1.3 Importance of regular Exercise
- 1.4 Hygiene and Cleanliness

# Unit 2

# Skin and Hair care, Makeup and Hair style, for Women

- 2.1 Skin care for Women
- 2.2 Hair care for women
- 2.3 Makeup for Women
- 2.4 Basic Items required for Makeup
- 2.5 Hairstyle for Women

# Unit 3

# Skin and Hair care for Men, Makeup and Hair style for Men

- 3.1 Skin care for Men
- 3.2 Hair care for Men
- 3.3 Makeup for Men
- 3.4 Basic items required for Makeup
- 3.5 Hairstyle for Men
- 3.6 Manicure and Pedicure for Men and Women

# Unit 4

# Formal, Semi-Formal, and Informal wear for Men and Women

- 4.1 Wardrobe essentials for Men
- 4.2 Informal wear for Men
- 4.3 Wardrobe essentials for Women
- 4.4 Different Dress Codes

# Block 2

History of Aviation, Indian Aviation, Airport Rules and Regulations, Low Cost and Full Service Airlines

Unit 1

History of Aviation, Indian Aviation, Commercial Airlines, Departments in Airlines

- 1.1 Introduction to Aviation
- 1.2 History of Aviation Industry
- 1.3 Four Forces of Flight
- 1.4 Commercial Airline
- 1.5 Aviation Industry
- 1.6 Impact of World War II on Aviation

1.7 Aircraft Types

- 1.8 History of Indian Aviation and its future
- 1.9 Some Important Departments in an Airline

# Unit 2

Safety and Security measures at the Airport and Inflight, Civil Aviation Governing Bodies, Terminologies, Full Service and Low cost Airlines

- 2.1 Rules and Regulations at the Airport
- 2.2 Abbreviations, and Phonetic codes
- 2.3 Some commonly used Terminologies in Aviation
- 2.4 Civil Aviation Governing Bodies
- 2.5 Travel cabin class for passengers
- 2.6 Full-Service Airline
- 2.7 Low Cost Airline
- 2.8 Main Features of an Airport
- 2.9 Main two Departments in an Airport besides Airport Security
- 2.10 Airports in India
- 2.11 International Airports

#### Block 3: In-flight services, Meal Services, Special Need Passengers Unit 1

#### Unit 1: Galley, Catering and Meals, Pre-flight service, service after take-off, prelanding and post-landing service

- 1.1 Galley, Catering, and Meals
- 1.2 Pre-flight Service
- 1.3 Services after take-off
- 1.4 Pre landing service
- 1.5 Post landing duties

# Unit 2

Unit 2: Meal service, Meal codes, Alcoholic service, Non-Alcoholic service, Crockery and Cutlery, Waste Management

- 2.1 Meal service
- 2.2 Meal Codes
- 2.3 Alcoholic beverages
- 2.4 Non-Alcoholic beverages
- 2.5 Crockery and Cutlery
- 2.6 Waste Management

# Unit 3

# Special Need Passengers, Terminologies, Recommended phrases, DPNA code, VVIP, VIP and CIP, Deportees and Prisoners

- 3.1 Special Need Passengers
- 3.2 Terminologies
- 3.3 Recommended phrases
- 3.4 DPNA code
- 3.5 VVIP, VIP, and CIP
- 3.6 Deportees and Prisoners

# Block 4

### Parts of an Aircraft, Emergencies, First Aid, Inflight Services, Passenger Travel Unit 1

# Parts of an Aircraft, Emergency Equipment and Emergencies Inflight, First Aid

- 1.1 Parts of an Aircraft
- 1.2 Aircraft Exteriors
- 1.3 Aircraft Interiors
- 1.4 Communication System
- 1.5 Lighting System
- 1.6 Emergency and Safety Equipment
- 1.7 Emergency and Safety Equipment check before a flight
- 1.8 Emergency Briefing
- 1.9 Emergencies on board an Aircraft
- 1.10 Use of First Aid kit and Physician's kit in the Aeroplane
- 1.11 The Role of Cabin Crew in Aircraft Safety Procedures and Emergency situations
- 1.12 Anti-Terrorism, Bomb threat/Scare, Dangerous Goods, and Hijacking

# Unit 2

# Cabin Crew duties and documentation, Passenger Information List, Inflight announcements, Departure and Arrival procedure

- 2.1 Duties and Responsibilities for Cabin Crew
- 2.2 Flight crew on board an aircraft
- 2.3 Hierarchy of Flight crew
- 2.4 Cabin crew requirement on an aircraft
- 2.5 Cabin crew Documentation
- 2.6 Cabin crew breaks during a flight
- 2.7 Cabin crew uniform
- 2.8 Inflight Announcements
- 2.9 Passenger Information List

# Unit 3

# Departure and Arrival procedure for Passengers, Inflight service post Lockdown - COVID-19

- 3.1 Process of Air Travel for Passengers
- 3.2 Passenger Control Unit (PCU)
- 3.3 Passenger Service Unit (PSU)
- 3.4 COVID-19

# BBAATR-106 FRONT OFFICE MANAGEMENT

BLOCK	INTRODUCTION TO HOTELS, COMMUNICATION AND FRONT OFFICE ORGANISATION
I Unit 1	Classification of Hotels
onit I	Objective, introduction, Broad Classification of Hotels
Unit 2	Interdepartmental Communication
	Objectives, Introduction, Role of front office, Marketing and sales
	department, Housekeeping department, Food and beverage
	Department, Banquet Department, Accounts, Maintenance or
	engineering Department, Security Department, Human Resources
	Management Department, The Role Of Total Quality Management in Effective Communication
Unit 3	Front Office Organisation
011100	Objectives, Introduction, Front Office Functions, Sections And Layout
	Of Front Office, Organisation Of Staff, Attributes Of Front Office
BLOCK	INTRODUCTION TO GUEST STAY CYCLE, NIGHT AUDITING AND
II	PLANNING AND EVALUATION OF FRONT OFFICE
Unit 1	GUEST CYCLE AND ROOMS RESERVATION
11	Objectives, Introduction, Guest Cycle, Rooms Reservation
Unit 2	<b>REGISTRATION</b> Objectives, Introduction, Pre-Registration, Registration, Check-In
	Procedures
Unit 3	THE NIGHT AUDITOR
	Objectives, Introduction, Functions Of Night Audit, Role Of Night
	Auditor, Trial Balance/ Accounts Receivable, Posting Of Room Charges,
	Distributing Charges, Audit Procedure Credit, Other Duties Of Night
** 1. 4	Auditor
Unit 4	PLANNING AND EVALUATION OPERATIONS
	Objectives, Introduction, Management Functions, Establishing Room Rates, Forecasting Room Availability, Budgeting For Operation,
	Evaluation Of Front Office Operation
BLOCK	PUBLIC RELATIONS, QUALITY SERVICE AND GUEST COMPLAINT
III	HANDLING
Unit 1	INTRODUCTION TO PUBLIC RELATION
	Objectives, Introduction, Origin Of Public Relations, What Is Public
	Relation, Public Relation Techniques, Public Relation Process, Publicity
Unit 2	PUBLIC RELATIONS
	Objectives, Introduction, Public Relation And Man, Public Relation In
	Hotel, Qualities Of A Public Relations Officer, Public Relation In Tourism, Public Relation Tactics, Public Relations And Internal,
	31

External Public Relations

#### **Unit 3 FRONT OFFICE AND GUEST – DELIVERING QUALITY SERVICES** Objectives, Introduction, Making First Impressions, Being Professional, Delivering Services During Guest Visits, Evaluating Guests Services

Unit 4GUEST SERVICES AND HANDLING GUEST COMPLAINTS

Objectives, Unit Introduction, Various Guest Services, Guest Complaints

#### BLOCK IMPORTANCE OF COMMUNICATION

IV

#### Unit 1 COMMUNICAITON AND FRONT OFFICE

Objectives, Introduction, Front Office Communication, Importance Of Communication, Types Of Communication, Flow Of Communication, Log Book, Importance Of Telephone Directory, Procedure Of Mail Handling, Handling Of Telephone Service

#### Unit 2 BUSINESS CORRESPONDENCE

Objectives, Introduction, Essentials Of Effective Letter/Email,Language Of Business Writing, Appearance Of Business Letter/Email, Parts Of Letter, Planning The Letter, Composing The Letter, Types Of Letters/Emails

#### Unit 3 PROPERTY MANAGEMENT SYSTEM

Objectives, Introduction, Property Management System (Pms), Guest First Impression, Requirements Of A Pms, Choosing Software, Use Of Details Entered In A Pms, Other Factors To Be Considered, Individual Modules Of The Pms, Housekeeping, Food And Beverage

#### Unit 4 CHECK OUT AND SETTLEMENT

Introduction, Objectives, Departure Procedure, Modes Of Settlement Of Bills, Potential Check-Out Complications And Resolutions

# BBAATR-107 PRINCIPLES AND PRACTICES OF TOURISM

#### **INTRODUCTION TO HOSPITALITY AND TOURISM**

**BLOCK I** 

BLOCK

Π

- Unit 1 CONCEPT OF TOURISM AND INDUSTRIAL BACKGROUND
  - Objectives, Introduction, Tourism: the Basic Concept,Tourism: Meaning and Definition, The Tourist, Tourism, Recreation, Leisure and Their Inter relationship

#### Unit 2 PSYCHOLOGICAL DIMENSIONS AND MOTIVATIONS OF TRAVEL

Objectives, Introduction, Definition and Role of Motivation, Physical Motivators, Cultural Motivators, Interpersonal Motivators, Status and Prestige Motivators, Tourism as a Service Industry

Unit 3 TOURISM: TYPES, FORMS, PRODUCTS AND ATTRACTIONS

Objectives, Introduction, Forms of Tourism, Nature of Tourism, Characteristics of Tourism, Elements and Characteristics of Tourism Products, Tourism Product System

#### Unit 4 INDIAN TOURISM

Objectives, Introduction, Tourism in the modern period, Types of Tourism in India, Adventure Tourism, Wildlife Tourism, Medical Tourism, Pilgrimage Tourism, Eco Tourism, Cultural Tourism, Wellness Tourism, Business Tourism, Heritage Tourism, Leisure Tourism, Cruise Tourism, Sports Tourism, Educational Tourism

**MODES OF TRANSPORT** 

# Unit 1 ROAD TRANSPORT IN INDIA

Objectives, Introduction to Transportation in India, History of Transportation in India, Transport system in India during Vedic period, Transport in ancient India, During medieval period, Development of transport during British rule in India, Public transport, Etymology of BUS, Road Transport in India

#### Unit 2 RAILWAYS

Objectives, History of Trains, The Industrial Revolution and the Steam Engine, The American Railroad System, The Drawbacks of Steam Power, Electric Locomotives Get a Slow Start, The Transition for Steam to Electric, Advanced Train Technologies, Facts about Trains, Train History Facts, Special types of trains in India, Toy Trains in India, Luxury Trains, Palace on Wheel, Deccan Odyssey, Metrorail, Services, Recent Developments, Ticketing, Packages offered by IRCTC

# Unit 3 AIR AND SEA TRANSPORT IN INDIA

Objectives, Introduction, Classification of Airways, Airlines in India, Sea Transport, Cruises of India

BLOCK III	TOURIST CIRCUITS
Unit 1	WILDLIFE SANCTUARY AND NATIONAL PARKS

Objectives, Introduction, Wild Life Sanctuary, Project Tiger, Do's & Don't in a Wildlife Sanctuary, Kaziranga National Park, Jim Corbett National Park, Mudumalai Wildlife Sanctuary

# Unit 2 FAMOUS PILGRIMAGE PLACES OF INDIA Objectives, Introduction, Pilgrimage, Kumbh Mela, Char Dham,Badrinath, Dwarka, Jagannath, Rameshwaram, Vaishnodevi, Palitana, Ajmer Dargah Unit 3 TOURIST CIRCUITS: MEANING & EXAMPLES

Objectives, Introduction, Tourist Circuit, Golden Triangle, Banglore Mysore Ooty, Buddhist Circuit, Bhuvneshwar Konark Puri

# BLOCK TOURISM ORGANIZATIONS AND PLANNING

IV

# Unit 1 TOURISM ORGANISATIONS – I

Objectives, Introduction to Organisations, TAAI, IATO, Indian Tourism Development Corporation (ITDC), Bihar State Tourism Development Corporation(BSTDC), Karnataka State Tourism Development Corporation, Uttar Pradesh Tourism Development Corporation, Andhra Pradesh Tourism Development Corporation, Maharashtra Tourism Development Corporation, Kerala Tourism Development Corporation(KTDC), Rajasthan Tourism Development Corporation Ltd., TCGL(Tourism Corporation of Gujarat Limited)

# Unit 2 TOURISM ORGANISATIONS – II

Objectives, Introduction, IATA,UFTAA, ASTA, PATA, WTO, ICAO

# Unit 3 SUCCESSFUL TOURISM PLANNING

Objectives, Introduction to Successful Tourism Planning, Need for Tourism Policy and Planning, Steps in Planning Process, Tourism Policy of India, Major policy Initiatives National Action Plan for Tourism, 1992

# Unit 4 THE CONCEPTS OF MARKETING

Objectives, Introduction, Marketing Mix, The Promotion, Advertising, Public Relations, Promotion of Sales

#### BBAATR-108 COMPUTER RESERVATION SYSTEM (PRACTICAL + THEORY)

#### **FUNDAMENTALS OF COMPUTER BLOCK** Ι **DIGITAL ANATOMY OF COMPUTER** Unit 1 Objectives, Introduction, Operating system (OS), Linux-kernel based, and UNIX based operating system, Hardware, Graphics card Unit 2 **WORD PROCESSOR** Objectives, Introduction, free and paid word processor, LibreOffice Writer, Microsoft Word Unit 3 **SPREADSHEETS** Objectives, Introduction, few popular spreadsheet programs below, few advance formulas used in Microsoft Excel, Formula auditing **PRESENTATION PROGRAM** Unit 4 Objectives, Introduction, few popular presentation programs or software, Microsoft PowerPoint, SlideRocket, Preventive maintenance and cleaning of computer, Software preventive maintenance BLOCK WORLD GEOGRAPHY Π Unit 1 WORLD DIVISION Objectives, Introduction The Continents of the World, The Seven Continents of the World. **ITINERARY PLANNING LOCATION** Unit 2 Objectives, Introduction, Airport Codes, Airline Codes or Designators, Accounting Code or Prefix Code, Reference list of IATA, ICAO and Prefix **Codes of Airlines across** the globe Unit 3 **DIRECTION OF TRAVEL** Objectives. Introduction. Traffic Conference Area 1 (TC 1). Traffic Conference Area 2 (TC2), Traffic Conference Area 3 (TC 3), Global Indicators, South East Asia or South Atlantic (SA) BLOCK **BASIC ELEMENTS OF AIR FARE** Ш Unit 1 **ELEMENTS OF AIRFARE** Objectives, Introduction, Travel Class, Fare Basis Codes, Types of Airfare, Basic Terms Related to Fare Formula, Unit 2 **CURRENCY CONVERSION** Objectives, Introduction, Neutral Unit of Construction (NUC), IATA Rate of

Exchange (IROE), How to apply IATA Rate of Exchange Table, Interpreting the IATA RATE of Exchange Table, Currency Conversion Table

### Unit 3 TICKET STOCK

Objectives, Introduction, Manual or Paper Tickets, Electronic Tickets, Advantages of Electronic tickets, Passenger Name Record (PNR), Check-In Procedures, Limitations of Electronic Tickets, Documents for Air Travel, Overseas Medical Insurance

### Unit 4 PAYMENT PROCEDURE

Objectives, Introduction, Payment Procedure and transaction between Travel Agents and

Airlines, Benefits of Billing and Settlement Plan (BSP), Modes of Payments by Passengers, Refund Procedures, Refund for Cancellation of flight by Airline

#### BLOCK <u>COMPUTER RESERVATION SYSTEM (CRS)</u>

IV

#### Unit 1 BACKGROUND OF COMPUTER RESERVATION SYSTEM (CRS)

Objectives, Introduction, Objectives of Computer Reservation System (CRS), History of Computer Reservation System (CRS), Major Airline Computerized Reservation Systems (CRS),

#### Unit 2 GLOBAL DISTRIBUTION SYSTEM

Objectives, Introduction, Emergence of Global Distribution System (GDS), Benefits of Global Distribution Systems, Major Global Distribution Systems of the World, Travelport Worldwide Limited

#### Unit 3 PASSENGER AIR TARIFF

Objectives, Introduction, Building Fare Calculation, Equivalent Fare Paid, Intermediate Points, Surface Sectors, Determining Global Indicators and undertaking Fare construction, Fare Construction, Fare Calculation for a simple Return Journey, Round the World Journey

## BBAATR-109 Flight Catering

	Introduction to Flight Catering & Flight Catering Industry
BLOCK I	
Unit 1	<b>Background of Flight Catering</b> Historic development, Importance, charecteristics, role of stake holders, Evolution and developmentof Indian flight industry,
Unit 2	<b>The Flight Catering System</b> Introduction, charecteristics, development, issues and trends
Unit 3	<b>Pricing of Flight Meals</b> Pricing factors, viability, trends and behaviour, flight type and class
Unit 4	<b>Passengers Appetite and Behaviour</b> Passengers food Acceptance, Food Sensory Analysis, food and mood, environment and food, effects of specific foods
BLOCK II	Flight Catering Supply Chain and Inventory Management
Unit 1	<b>Basics of Flight Catering Supply Chain and Inventory</b> Supply chain, role and responsibility of manufacturer, purchase specifications,, receiving, procedures, storage
Unit 2	<b>Inventory Management</b> Definition, Types of inventory, stock valuation, supply, stock control and issuing
Unit 3	<b>Kitchen organisation</b> & Management Layout, Equipments, design, hygiene and sanitation(HACCP), process, cold section, dishwashing, staffing
Unit 4	<b>Meal production &amp; packing</b> Convenient cooking, Definition of foods, Sauces and its derivatives, ,sandwitch, Soup, Accompaniments and Garnish For Soup, Packaging, wastage control, food quality and safety
BLOCK III	International Logistics
Unit 1	<b>Transportation and Lodging</b> Uplifts, vehicles, staffing, operational issues
Unit 2	International Logistics Issues, logistic decisions, warehousing, traportation, loading system
Unit 3	Airport Capabilities International & Local Supply, Current Issues & Future Development
BLOCK IV	Flight Catering Information System

## Unit 1 Information System

Definition, requirement, advantages, customer feedback and expectation

## Unit 2 Flight Catering Information System

Information flow, operation, barriers in implimentations

## Unit 3 Information Integrated System Control, scheduling, issues, market segmentation information & management

## 5. Evaluation Scheme

To get the degree of the Bachelor of Business Administration (Air Travel Management) (BBA(AT)) requires successful completion of both Assignment component as well as the Term-end Examination component for each of the courses in the programme. The total numbers of courses in BBA(AT) (Revised) are 24 and the total number of credits are 100.

The Evaluation procedure will be the same as followed by the university.

- ✓ Each semester shall have a weight age of 30% for Internal Exams (assessment through assignments) and 70% for term end exams.
- ✓ Examination will be conducted at the end of the year. Examination conducted in two times i.e. May/June and also in December/January
- ✓ Every candidate must secure 40% marks in each head of passing (Assignments, Term End Examination, Field Work, Dissertation)
- ✓ The passing marks for external examination will thus be 28 out of 70 and for internal examination 12 out of 30 and aggregate marks taking both together will be 40 marks.

## 5.1 Instructions for Assignments

The following guidelines which are required to be followed while answering Assignments:

I. Istructions for assignments

The assignments provide Knowledge and Awareness on technical topics, it helps in widening their cognitive skill horizons and it improves the writing skills as well. The word limits for answering most of the assignment questions depending on the marks. There are short question type and long question types. It is advisable to keep the following points in mind:

First comes to Plan: First you need to read the whole assignment carefully. Then go through the units on which they are based. Make some points regarding each question and rearrange these in a logical order.

Organise your Answers: Now you need to be selective and analytical and rational before drawing up a rough outline of your answer. In an essay-type question, you need to write the introduction part and conclusion as well. The introduction must offer brief interpretation of the question and how you propose to develop it. The conclusion must summarize your response to the question.

Exhibition: Once you complete the process of writing and if you are satisfied with your answers, you can write down the final version for submission. It is

advisable to write each answer tidily and underscoring the points you want to highlight.

II. The following format is to be followed for submission of the assignment:

The top of the first page of your response sheet for each assignment should look like this:

Dr. E	abasaheb Ambedkar Op	en University
	Course Name:	
	Subject Code:	
	Subject Name:	
Name of Stude	nt:	
Name of the St	udy Centre:	
Study Centre G	Code:	
	Date of Submission :	

- III. The assignments answers sheets should be hand written. However the s/w coding, snapshots, test cases etc. can be in the printed form.
- IV. The learners should write each assignment separately. All the assignments

should not be written in continuity.

- V. The learners should use only A4 size paper for their answers and tag all the pages carefully. Avoid using very thin paper.
- VI. The students should not copy the assignments from others. If copying is noticed, the assignments of such students will be rejected, and disciplinary action will be taken against the students as per rules of the University.
- VII. The completed assignment answers should be sent to the Coordinator of the Learner Support Centre/ Study Centre.
- VIII. Assignments have to submit to center compulsory.
  - IX. The Volume of one assignment should be Minimum 30 pages including Text, Tables, Graphs, Photographs, etc. The assignment is a part of continuous assessment system and mandatory for the submission.
  - X. In order to seat for the examination, it is must for the students to submit the assignment. Without submission of the assignment students will not allowed to seat for the examination.

## 6. Other Useful Information

## 6.1 Requirement to seat in terms end examination

- i. Completion of minimum time duration of the programme after enrollment
- ii. Submission of the assignment in particular time duration
- iii. Filling and submission of the examination form in particular time duration
- iv. If you have appeared in the previous examination and still its result is awaited than it is advisable to fill up the examination form without waiting for the result
- v. Exam form will be uploaded from time to time on the website for Regular and Repeater students for more information browse :: http://www.baou.edu.in/

## 6.2 Scholarship

Students belonging to Scheduled Caste, Scheduled Tribe, Nomadic Tribes and Denotified Tribes who have accepted Bodh Religion can get the benefit of Scholarship according to the rule of Government. This scholarship is declared by Government of India under the head of Post Matric Scholarship. In this, the included caste in particular course shall get scholarship from concern State Government Department, if the application form of scholarship is approved.

## 6.3 Rules of fees refund

The University will not refund any fee for any reasons, whatsoever, to any student. Under uncommon cases, the decision of the Vice Chancellor will remain final.

## 6.4 How to take back the extra fee paid for the programme

For any reason, if the extra amount is paid, than the student has to give an application by enclosing all the required documents (copy of Fee receipt, etc.) within 30 days.

## 6.5 Allotment of the Learners Support Centre/ Study Centre

To every student, study center is allocated according to their preference by the university. But the student may be allocated to a nearby study centre if the selected study centre does not fulfill the condition of minimum enrollment.

## 6.6 Changes in Address

Students shall write an application in case if there is change in address. Till the changes are not done in the university records students have to make arrangement to get post from the old address.

## 6.7 Policy on pursuing two or more programmes simultaneously

The Distance Education Council, in its 40th meeting held on 08 June 2012, approved a policy on pursuing two or more programmes simultaneously in various combination as under.

Two Degree Programmes cannot be allowed to be pursued simultaneously. However, a student can pursue two programmes simultaneously through distance mode or combination of distance and regular mode from the same or different Universities/ Institutions in various combinations, viz., 1 One Degree and one Diploma / P G Diploma / Certificate 2 One P G Diploma and one Diploma / Certificate 3 One Diploma and one Certificate 4 Two P G Diploma 5 Two Diplomas 6 Two Certificates

## 6.8 Learner's Communication

If the student is communicating via letter, than it is advisable to write full name, address, enrollment number, study center name and address which shall be addressed to V&P department. Separate letter is to be written for different issues i.e. Admission, study material, assignment and examination.

## 6.9 Duplicate I-Card

Generally I-Card is issued to the student by the University. But in uncommon situation if I-card is missed than student shall apply for the duplicate I-card. An application for Duplicate I-Card with Rs 25/- in cash if in person or demand draft in favour of Dr. Babasaheb Ambedkar Open University payable at Ahmedabad is to be submitted at University office. Enclose one photograph and any other Photo I-D proof with an application.

## 7. Examination Centre

Generally, student's study / programme center or nearby center will be his/her exam center but the decision of the University will remail final and binding for all the students in the matter of examination center in any circumstances.

## 7.1 Examination Fees

Repeater student has to pay examination fees (Pay-in slip) at their study center or university, along with an examination form, each time he wishes to appear for the examination. Examination Fees for the repeater student is Rs. 200/- per subject. Examination Forms are available at the University, Study Centre and on Website. Examination Fees covers conduct and result declaration of examination for all those subject for which examination fees is paid.

## 7.2 Programme Coordinator

A person in charge of the administrative and academic affairs at the study center. He/She plans the availability of counsellors, looks after the distribution of self-learning material, arranges and co-ordinates counselling sessions, etc.

## 7. Some Useful Addresses

Sr. No.	Purpose	Concern Department
1	Admission / Re-Admission /	Concerned Study Center
	Assignment / Lab Manual / I-Card	or
		University Vocational and Professional Department
		'JYOTIRMAY' Parisar,
		Opp: Shri Balaji Temple,
		Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
2	Change of Name/ Correction of name/	Concerned Study Center
	address/ Contact no.	or
		University Vocational and Professional Department
		'JYOTIRMAY' Parisar,
		Opp: Shri Balaji Temple,
		Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
3	Collecting Study Material (Self Learning Material)	Concerned Study Center
4	Bonofide Certificate	Concerned Study Center
		Or University Vegetional and Professional Department
		University Vocational and Professional Department
		'JYOTIRMAY' Parisar,
		Opp: Shri Balaji Temple, Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
5	Exam / Hall-Ticket	University Examination Department
5		'JYOTIRMAY' Parisar,
		Opp: Shri Balaji Temple,
		Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
6	Marksheet / Transcript / Migration /	University Examination Department
	Degree Certificate	'JYOTIRMAY' Parisar,
	2 - Dice certificate	Opp: Shri Balaji Temple,
		Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
7	Scholarship	University Scholarship Department
ĺ .	~	'JYOTIRMAY' Parisar,
		Opp: Shri Balaji Temple,
		Sarkhej- Gandhinagar Highway,
		Chharodi, Ahmedabad: 382 481
		Phone: 9099994484, 9099994461, 9978408584,
		9998814484
8	Assignment Submission	Concerned Study Center
L		

9	Submission of Field Work Reports (MSW)	Concerned Study Center
10	Submission of Project Reports	Concerned Study Center
11	Prospectus	Concerned Study Center
	2	

## 8. Old Question Papers

Download More Question Paper : <u>https://baou.edu.in/question-paper</u>

## Dr. Babasaheb Ambedkar Open University Term End Examination December – 2019

Course	:	BBAAT	Date	:	04-Jan-2020
Subject Code	:	BBAAT - 101	Time	:	03:00pm to 06:00pm
Subject Name	:	Introduction Of Hospitality Management	Duration	:	03 Hours
			Max. Marks	:	70

### Section A

(30)

### Answer the following (Attempt any three)

1. Write a note on types of hotel.

2. Explain servicing inbound market along with its advantages and disadvantages.

- 3. Write a detailed note on travel related products.
- 4. Write detailed note on various promoters of tourism.
- 5. Explain various functions and departments of a hotel in detail.

### Section B Answer the following (Attempt any four) (20) 1. Write a note on hotel grading system. 2. Explain any five eco tourism resources of India. 3. Explain spectrum of programmes and services in eco tourism. 4. Write a note on targeting of market in tourism. 5. Write a note on advertising effect assessment. 6. Write a note on business of hospitality. Section C Part – A (Multiple Choice Questions) (10)

	$\mathbf{I} \mathbf{u} \mathbf{i} \mathbf{v} - \mathbf{i} \mathbf{x} (\mathbf{v})$	fulliple choice Questions)
1	Theme, parks and attractions very	according to
	A Theme	B Idea
	C Strategy	D Policy
2	clubs are predominately bus	siness oriented.
	A Private clubs	B City clubs
	C Social clubs	D All of these
3	is generally located in large	city office buildings.
	A Private club	B Social club
	C Dining club	D Athletic club
4	University clubs are	
	A Private clubs	B Social clubs
	C City clubs	D Athletic clubs
5	Fraternal clubs includes	
	A Veterans of foreign wars	B Elks
	C Shrines	D All of these

6	Rec	reation of special population includes		
	Α	Mentally ill	В	Mentally retarded
	С	Physically challenged	D	All of these
7	Leis	ure time will be used more actively fo	r	
	Α	Mental development	В	Physical exercise
	С	Both A and B	D	None of these
8	Incr	ease length of stay provide opportunit	y to	·
	Α	Exceed costs	В	Sell local products
	С	Expenditure on meal	D	All of these
9		can increase local economic impact	•	
	Α	Artwork	В	Craft
	С	Festival	D	All of these
10		is considered as a special event.		
	Α	Sporting events	В	Festivals
	С	Social events	D	All of these

### Part - B (Do as Directed)

- 1 State full form of MWR.
- 2 State full form of UNCSD.
- 3 State full form of CBD.
- 4 There is a shift in emphasis from passive fun to active learning. It is True or False?
- 5 State full form of WTO.
- 6 State full form of ICMA.
- 7 State full form of WAG meeting.
- 8 State full form of CVB.
- 9 Convention hotels provide exhibition space. It is True or False?
- 10 Meetings are primarily conducted by corporate or non profit organizations. It is True or False?

Course	:	BBAAT	Date	:	05-Jan-2020
Subject Code	:	BBAAT - 102	Time	:	03:00pm to 06:00pm
Subject Name	:	<b>Communication Management</b>	Duration	:	03 Hours
			Max. Marks	:	70

### Section A

### Answer the following (Attempt any three)

(30)

- 1. How will you describe the importance of communication in your life?
- 2. Explain formal channel of communication also explain its advantages & limitations.
- 3. Describe 7 C's of written communication in proper detail.
- 4. Write a letter to your college friend who has been absent from college for a week.
- 5. Change of Voice from Active to Passive voice
  - 1. The workers enjoy a holiday
  - 2. The customer trusts me
  - 3. The city corporation granted us a C. A. site.
  - 4. Do you like him?
  - 5. When does the manager interview the candidate

### Section B

### Answer the following (Attempt any four)

1. Explain nature of communication in brief.

2. Elaborate Directions of organizational communication in your words.

- 3. How will you describe "Delegation of authority"? Explain.
- 4. Explain Assertion with the help of three line assertion message.
- 5. Write Job application to ABC Ltd. mentioning required details.
- 6. Write a short note on research paper writing.

### Section C

### Part – A (Multiple Choice Questions)

(10)

(20)

1	I	tennis every Sunday morning	•	
	a	playing	b	play
	с	am playing	d	am play
2	Don'	t make so much noise. Neha	to	study for her end semester test!
	a	try	b	tries
	с	tried	d	is trying
3	Jaim	in his teeth before breakfast	ever	y morning.
	a	will cleaned	b	is cleaning
	с	cleans	d	clean
4	He w	ants to get a betterand earn 1	nore	e money.
	a	employ	b	job
	с	work	d	employment

5	Managers set objectives, and decide		their organization can achieve them.
	a what	b	how
	c which	d	because
6	A defect can be causednegligen	ce by	y one of the members of a team.
	a by	b	to
	c at	d	in
7	You won't be allowed into the club		you wear a suit and tie.
	a if	b	unless
	c whether	d	apart
8	We haven't had news from our a	agent	
	a some	b	any
	c no	d	none
9	Warning! No unauthorized personnel		this point.
	a about	b	from
	c beyond	d	on
10	Youfly to Dover – there isn't a	an aii	port.
	a may	b	can
	c may not	d	cannot

### Part – B (Do as Directed)

(10)

# Check below questions are grammatically true or not Who took Mr. Samir Gopalan to the airport yesterday?

- 2 Where in Singapore did you live?
- 3 They first met when they were working for a big company in Madrid.
- 4 Sandra told me she really enjoys the party last week.
- 5 We went skiing last winter.
- 6 Have you use to live in France?
- 7 Before email, people were used to write a lot more letters.
- 8 I remember my grandfather as a very kind man who didn't never lose his temper.

9 Before they built the flats, that's where the old garage used to be.

10 I don't use to take much exercise, but now I go to the gym regularly.

Course	:	BBAAT	Date	:	06-Jan-2020
Subject Code	:	BBAAT-103	Time	:	03:00pm to 06:00pm
Subject Name	:	Principles of Management	Duration	:	03 Hours
			Max. Marks	:	70

### Section A

## Answer the following (Attempt any three)

(30)

(20)

- 1. Define management and describe various elements involved in management process
- 2. Which of the following are the essentials for excellent coordination
- 3. What are the importances of sound organization?
- 4. What is motivation? Discuss the Maslow's theory of motivation in detail.
- 5. Define 'objectives' and mention important characteristics of objectives of an organization

### Section B

### Answer the following (Attempt any four)

- 1. Which are the managerial skills required to be possessed by managers?
- 2. Discuss various principles of planning in brief
- 3. Describe various important characteristics of decision making
- 4. What are the main elements of Direction?
- 5. Write a short note on leadership
- 6. Discuss various benefits of MBO in detail

### Section C

	Part – A (Multiple Choice Questions)							
1	Which of the following are the roles of managers in an organization?							
	Α	Interpersonal	Informational					
	С	Decision making	D	All of these				
2		, known as the father of scientif	ic m	anagement				
	Α	C.S George	В	Peter Drucker				
	С	F.W Taylor	D	Henri Fayol				
3	3 is the process of comparing actual performance with stabilized standard for							
	the p	purpose of taking action to correct dev	iatic	n				
	Α	Planning	В	Control				
	С	Direction	D	Staffing				
4	is a process of conveying message from one person to another by using							
	diffe	erent modes and methods						
	Α	Communication	В	Control				
	C	Dianning	D	Direction				

C Planning D Direction

5	Whi	ch of the following steps are consists	in de	elegation process?				
5	A	Assignment of work						
	C	Creation of obligation		All of these				
6		ich of the following planning are unde	_					
0	A	Corporate planning	B					
		1 1 0	-					
	С	Both A & B	D	None of these				
7		Coordination is exists between	diffe	erent departments such as production,				
	sale	s, purchasing, finance personnel etc.						
	Α	vertical	В	Horizontal				
	С	Vertical and horizontal	D	None of these				
8	Α_	is a goal setter , planner , execu	tive,	expert, group representative and				
	sym	bol of the group						
	Α	Leader	В	Workers				
	С	executive	D	Equity holders				
9	Mis	sion statement should be						
	Α	Customers oriented	В	Future oriented				
	С	Dynamic	D	All of these				
10	MB	O stand for						
	Α	Management by organization	В	Manager by objective				
	С	Management by objective	D	None of these				

## Part - B (Do as Directed)

(10)

### State Weather the Following Statement are True or False

## 1 Discipline is absolutely essential for the smooth running of business

- 2 Staffing is a process of helping and guiding subordinates to achieve objectives of the organization
- 3 Objectives provide guidelines for organizational efforts
- 4 MBO produce ambiguous and immeasurable performance goal
- 5 Power is the ability of an individual to affect and influence others
- 6 The organization structure should be designed in resistant way
- 7 Motivation may be positive as well as negative
- 8 The quality of decision making skills is not critical factors in managerial success
- 9 Direction is the process of guiding, inspiring, supervising, commanding subordinates towards the accomplishment of goal
- 10 Coordination does arises spontaneous or by force

:	BBAAT	Date	:	07-Jan-2020
:	BBAAT - 104	Time	:	03:00pm to 06:00pm
:	Geography Of Tourism-1	Duration	:	03 Hours
		Max. Marks	:	70
	:	: BBAAT - 104	: BBAAT - 104Time: Geography Of Tourism-1Duration	: BBAAT - 104 Time :

		Sect	ion	Α	
	Ans	wer the following (Attempt any thre	e)		(30)
1.	Defi	ne tourist and State who is a tourist?			
2.	Defi	ne tourism and explain tourism throug	h th	e ages.	
3.	State	e the basics of itinerary planning?			
4.	Expl	lain role of Travel Agent.			
5.	Expl	lain the effects on tourism after indust	rial 1	revolution.	
		Sect	ion	В	
	Ans	wer the following (Attempt any four	•)		(20)
1.	Defi	ne aims of tourism and significance of	f pla	nning.	
2.	State	e the West Indian Cuisine of India.			
3.	Expl	lain adventurous travel.			
4.	Expl	lain Kuchipudi dance.			
5.	Shor	rt Note on Pawagadh.			
6.	Expl	lain advantages of Travel Agecencies.			
		Sect	ion	С	
		Part – A (Multiple	Ch	oice Questions)	(10)
1	Whi	ch is the only drive -in beach in Keral			
	Α	Muzhuppilangad	В	Cherai	
	С	Kovalam	D	Bakel	
2	Bha	ratha Natyam is the classical dance for	m o	f	
	А	Kerala	В	Tamil Nadu	
	С	Andra Pradesh	D	Karnataka	
3	Whi	ch of the following is not a UNESCO	Wo	rld Heritage Site?	
	Α	Taj Mahal	В	Western Ghat	
	С	Bakel Fort	D	Red Fort	
4	Whi	ch of the following is not a sub division	on of	f physical geography?	
	А	Coastal Geography	В	Oceanography	
	С	Climatology	D	Tourism Geography	
5	An i	maginary line drawn along the earth f	rom	North Pole to South Pole which	
	divid	le the globe into Eastern Hemisphere	and	-	
	Α	Equator	В	Prime Meridian	
	С	Latitude	D	Longitude	

6	Scei	nery includes		
	Α	Land Forms	В	Water Forms
	С	Vegetations	D	All the above
7	Whi	ch branch of Geography deals with the	e stu	dy of inner water molecules?
	Α	Climatology	В	Hydrology
	С	Oceanography	D	Coastal Geography
8	Mor	soon Tourism is practiced in		
	Α	November to February	В	March to May
	С	June to September	D	September to October
9	KTI	DC stands for		
	А	Kerala Transport Development	В	Kerala Travel Development
		Corporation		Corporation
	С	Kerala Tourism Development	D	None of these
		Corporation		
10	Whi	ch of the following is not a natural div	versi	ty?
	Α	Cherai Beach	В	Thenmala
	С	Bakel Fort	D	Varkkala Beach

## Part - B (Do as Directed)

- 1 Name two religions of India
- 2 Name two dance forms of Rajasthan
- 3 Function of CRS
- 4 Explain Classical music
- 5 Name two Cuisines of North India.

Course	:	BBAAT	Date	:	08-Jan-2020
Subject Code	:	BBAAT-105	Time	:	03:00pm to 06:00pm
Subject Name	ubject Name : Basics of Account Duration		Duration	:	03 Hours
			Max. Marks	:	70

## Section A

## Answer the following (Attempt any three)

(30)

- 1. What do you understand by the term 'Reserves'? What are the kinds of Reserves and how it is different from provision?
- 2. Explain the principles of accounting.
- 3. Define fixed, floating, fictitious, liquid and wasting assets and give two examples of each.
- 4. On *March 2017*, Farhan Rahim, starts wholesaling business. Following transactions as follows:
  - 1. He started business with capital of Rs. 15,000 and Land worth Rs. 10,000.

8. Bought goods from Bilal and Friends Rs. 1,000 and by cash from XYZ Co. Rs 2,000.

13. Sold goods to Rehman & sons Rs. 1,500 and sale by cash Rs. 5,000.

17. Gave away charity of cash Rs. 50 and merchandising worth Rs. 30.

21. Paid Bilal and Friends cash Rs. 975; discount received Rs. 25.

28. Received cash from Rehman & Sons Rs. 1,450; allowed him discount of Rs. 50.

Journalize the above transaction.

5. What are Final Accounts? Explain Trading Account, Profit and Loss Account and Balance Sheet.

### Section B

### Answer the following (Attempt any four)

- 1. What are subsidiary books? Explain with illustrations.
- 2. How are accounts classified? State the rules of journalizing with respect to each class of account.
- 3. Distinguish between capital Expenditure and Revenue Expenditure
- 4. What is the meaning of Accounting? What are its branches?
- 5. Explain the meaning of depreciation. Differentiate between straight line method and written down value method of providing depreciation.
- 6. What is contra entry? How will you recognize it from among other entries in cash book.

### Section C

### Part – A (Multiple Choice Questions)

1 C and D entered into joint venture. D gives Rs. 50,000 to C. To which account this transaction will be recorded in the books of D ?

A No Entry

C

Joint Venture Account

- **B** Expense Account
- D C'S Account

(20)

2	Joint Venture is aAccount			
	A Personal	В	Real	
	C Nominal	D	Memorandum	
3	HO sends goods to branch at 20% profit or	n inv	voice price, therefore the percentage	
	of profit on cost comes to –			
	A 15%	В	25%	
	C 33.33%	D	20%	
4	Cash purchases Rs. 60,000, Credit Sales R	s. 3,	52,000, Cash Sales Rs. 80,000,	
	Closing Stock is Rs. 30,000, Opening Stoc	k is	Rs. 50,000, Rate of gross profit on	
	cost is 20%, then credit purchases are:-			
	A 2,54,400	В	2,80,000	
	C 3,52,000	D	2,65,800	
5	Bad debts written off always affected the-			
	A Debtor A/c	В	Creditor A/c	
	C Cash A/c	D	None of the above	
6	Single entry system of book keeping is gen	nera	lly followed by –	
	A Small business	В	Non Trading	
	C Large Business	D	None of the above	
7	Which is the odd account from the followi	ng a	ccounts in context to debit balance or	
	credit balance?			
	A Bills Payable A/c	В	Creditors A/c	
	C Bills Receivable A/c	D	Capital A/c	
8	The abnormal loss of Rs 80,000 occurred i			
	company accepted 60% claim. The abnorn	nal l	oss is –	
	A 80,000	В	40,000	
	C 32,000	D	None	
9	Change in the value of Fixed Assets are no	ot re	corded in accounts because of	
	principle of –			
	A Conservatism	В	Objectivity	
	C Going Concern	D	None of the above	
10	Why are the total of two sides of the balan			
	A Cost Concept	В	Dual Aspect Concept	
	C Equity Concept	D	All of the above	
				(1.0)
	Part – B (Do	as l	Directed)	(10)
1	Liability			
2	Net Margin			
3	Payment			
4	Petty Cash			
5	Trade Discount			
6	Receivables			

- 7 Lessee
- 8 CFO
- 9 Bankruptcy
- 10 Accumulated Depreciation

Course	: BBAAT	Date	:	09-Jan-2020
Subject Code	: BBAAT - 106	Time	:	03:00pm to 06:00pm
Subject Name	: Flight Catering	Duration	:	03 Hours
		Max. Marks	:	70

## Section A

	Sec	uon	A			
	Answer the following (Attempt any three	e)		(30)		
1.	What are the pros and cons of airline allian	nces	?			
2.	Explain the sensory model in detail.					
3.	What are the fundamental characteristics of	of de	eveloping good supplier relationship?			
4.	Write a note on catering transportation and	i loa	ding system.			
5.	What factors add to the complexity of the	logi	stics problem in flight catering?			
	Sec	tion	ı B			
	Answer the following (Attempt any four)					
1.	How has the transportation of meals devel	oped	d?			
2.	What are the effects of specific food?					
3.	Write a note on inventory management.					
4.	What are the advantages of utilizing refrig	erat	ed trucks?			
5.	Differentiate between international and loc	cal s	upply.			
6.	Write a brief note on flight catering inform	natic	on system.			
	Sec	tion	C			
	Part – A (Multiple	Ch	oice Questions)	(10)		
1	There are major players in the f					
	A Two	В	Three			
	C Four	D	Five			
2	This clause ensures that neither the party i	s ab	le to change any part of the contract			
	without the agreement of the other party.					
	A Waiver	В	Invalidity			
	C Business Continuity	D	Termination			
3	The main source of caffeine includes		:			
	A Coffee	В	Tea			
	C Both A&B	D	None of the above			
4	change when flying at high a	ltitu	de.			
	A Taste	В	Appetite			
	C Both A&B	D	None of the above			
5	Traditionally, flight production units have	bee	n called			
	A Flight Kitchen	В	Flight Canteen			
	C Flight Mess	D	Flight Pantry			

6	Stoc	k shortage may be due to		<u>     .</u> .
	Α	Ghost Supplies	В	Poor Stock Rotation
	С	Breakages	D	All of the above
7	Loa	ding of blankets, pillows, headrest cov	ers a	are an example of
	Α	Full uplift	В	Short uplift
	С	Return catering	D	None of the above
8	Eve	ry effort is made to prevent		
	Α	Aircraft changes	В	Delay
	С	Microbial security	D	None of the above
9	Log	istics is concerned with		
	Α	Sourcing of materials	В	Contracting suppliers
	С	Warehousing of stocks	D	All of the above
10	The	service offered on a particular flight i	nay	be influenced by
	Α	Route served	В	Length of haul
	С	Sector times	D	All of the above

### Part – B (Do as Directed)

(10)

State whether the following statements are true or false:

- 1 The prime motivation for travel is eating.
- 2 All commercial activity is not a subject to external force.
- 3 Some foods are associated with healing powers or illness prevention.
- 4 Many aspects of eating and drinking affect mood and behavior.
- 5 FIFO stands for First In First Order.
- 6 All flight catering operations should have many entrances.
- 7 There is no trend towards the use of more refrigerated vehicles.
- 8 Loading is usually carried out using high-lift vehicles.
- 9 Typically a 'service package' is taken to include 'tangibles'.
- 10 At one level it is necessary to collect 'hard' data for control purposes.

Course	:	BBAHT/BBAIB/BBAAT	Date	:	10-Jan-2020
Subject Code	:	BBAHT - 107 (OLD)/BBAIB -	Time	:	03:00pm to 06:00pm
		107/BBAAT - 107			
Subject Name	:	<b>Business Economics</b>	Duration	:	03 Hours
			Max. Marks	:	70

## Section A

## Answer the following (Attempt any three)

- 1. Explain the importance and characteristics of wants in economic theory
- 2. Explain demand and demand curve in detail with relevant example
- 3. What is perfect competition ?Explain characteristics of perfect competition
- 4. What is Microeconomics? Explain the importance and uses of microeconomics?
- 5. What is oligopoly? Explain duopoly and oligopoly in detail

## Section B

## Answer the following (Attempt any four)

(20)

(30)

- 1. Write a short note on importance and characteristics of wants in economic theory
- 2. Write a short note on significance of factor pricing
- 3. What is law of supply? Explain with the help of supply curve.
- 4. What is Money? Explain the nature and functions of money
- 5. Write a short note on Importance of public finance
- 6. What is residual claimant theory explain in brief.

production process

## Section C Part – A (Multiple Choice Questions)

(10)

A market in which there are only 2 sellers of a good is known as: 1 Α Duopoly В perfectly competitive С monopsony D Monopoly 2 Meaning of Laissez-faire economics is Α a term denoting economic economic transactions in private в parties where there is no transactions carried out by the State/government intervention by the State/government a branch of socialism focusing on D None of the above C welfare economics 3 \_the term free market denote in terms of economy A Maximum government intervention B Minimal government intervention in trade and maximum regulations in trade and minimum regulations С Means of production owned by the D None of the above state 4 consumption goods can be referred as Goods and services that are Α В Goods such as tools, machinery, etc consumed fully when purchased by which are used to create final the consumers consumption goods С Goods used for consumption in the D None of the above

	which economist? A Samuelson	В	John Maynard Keynes	
	C Adam Smith	D	F. Hayek	
	the 'founding father of mod		-	
	A John Maynard Keynes	B	Adam Smith	
	C F. Hayek	D	Samuelson	
	a study of economics that deals with which			
	government and external sector is known		hajor ractors nousenolus, mins,	
	A Microeconomics	В	Macroeconomics	
	C Both (A) and (B)	D	None of the above	
	Which goods are not included to calculate			
	A Primary goods	B	Secondary goods	
	C Intermediate goods	D	None of the above	
	What is the sum total of gross value added			
	A Gross Domestic Product	В	Gross National Product	
	C Net Domestic Product	D	Net National product	
)	The term 'mixed economy' denoted	D	Net National product	
0	A existence of both rural and urban	В	existence of both private and public	
	sectors	D	sectors	
	C existence of both heavy and small	D	existence of both developed and	
	industries		underdeveloped sectors	
	Dert B (D)			(1
	Part – B (De State whether the statement is TRUE o			(1
	Monopoly refers to a situation in which the			
	which there are many close substitutes.		s only one buyer of a commonly for	
	A shift in demand is referred to as a change	oe in	quantity demanded	
	There is a positive relationship between the			
	its price.	ic qu	antity demanded of a commonly and	
	The substitution effect holds that an incre	ase i	n the price of a commodity will cause	
	an individual to search for substitutes	ase 1	in the price of a commonly will cause	
	If an increase in the price of one commod	ity le	eads to a decrease in demand for a	
	second commodity, then the two commod			
	second commonly, then the two commod			
	Inferior goods are generally purchased at		revers of meonie out not at Low	
	Inferior goods are generally purchased at levels of income	nıgı		
	levels of income		ler the assumption that price is held	
	levels of income An individual's supply curve is formulated	d und		
	levels of income An individual's supply curve is formulate constant and all other determinants of der	d und nand	are allowed to vary.	
	levels of income An individual's supply curve is formulated constant and all other determinants of der A change in the price of a commodity will	d und nand	are allowed to vary.	
	levels of income An individual's supply curve is formulated constant and all other determinants of der A change in the price of a commodity will commodity to shift.	d und nand	are allowed to vary.	
0	levels of income An individual's supply curve is formulated constant and all other determinants of der A change in the price of a commodity will	d und nand 1 cau	are allowed to vary. se the supply curve for that	

horizontally summed, the result is the market demand curve for the commodity.

Course	:	BBAAT	Date	:	11-Jan-2020
Subject Code	:	BBAAT - 108	Time	:	03:00pm to 06:00pm
Subject Name	:	Airhostess and Cabin Crew Management	Duration	:	03 Hours
			Max. Marks	:	70

## Section A

	Answer the following (Attempt any three)	(30)
1.	Explain the Parts of the Air Crafts.	
2.	Describe the Pax Service.	
3.	Discuss the Announcements Prior to take off(English).	
4.	What is Bleeding External? Explain the Bleeding External.	
5.	Explain the Cabin crew Duties and Responsibilities.	
	Section B	
	Answer the following (Attempt any four)	(20)
1.	Describe the Dress Code for Flight Attendant When not in Uniform.	
2.	Discuss the list of Documents Required to Process of Passport.	
2	Explain the Master Doultry and Sanfood	

- 3. Explain the Meats, Poultry, and Seafood.
- 4. What is Chess? Explain the Chess.
- 5. Describe the Safety Demonstration.
- 6. Explain the Blue Chees.

## Section C Part – A (Multiple Choice Questions)

				•	
1	Wha	at does "IATA" Stand for?			
	Α	International Air Travel	В	International Air Transport	
		Association		Association	
	С	Informational Air Tourism	D	Inspirational Air Tourist Agreement	
		Association			
2	Wha	at two countries signed the "Open Skie	s Ag	greement" in 2007?	
	Α	China and Canada	В	Canada and Europe	
	С	China and USA	D	Europe and USA	
3	Wha	at force acts on the airplane to move it	forw	vard?	
	Α	Gravity	В	Drag	
	С	lift	D	thrust	
4	Whi	ch airline is currently leading in the Ca	inad	ian Airline Industry?	
	Α	Sunwing	В	WestJet	
	С	Air Canada	D	Jazz	

5	<ul><li>What is "cold sharing"?</li><li>A When two planes share an airline</li><li>C When an airplane is too cold</li></ul>	D When y	wo airlines share a plane you travel to a warm tion, because Canada is too
6	What force acts on the airplane to make i	come down.	
	A gravity	B lift	
	C drag	D thrust	
7	What type of hydronic device is the yello	unit in this	photo?
	A air separator		minator
	C combo air separator and dirt	D straine	r
	eliminator		
8	When Scheduled flights arrive at their de	ination hub	, the connecting flight is
	usually within how many hours?		5 5
	A 1 hour	B 2 hour	S
	C 3 hours	D 4 hour	S
9	Passengers who choose an airline that is	rt of an alli	ance have
	A Less choice of routes and quicker	B Less c	hoice of routes and slower
	journey times	journe	y times
	C More choice of routes and slower	D More	choice of routes and quicker
	journey times	journe	y times
10	Why were Airline Regulations (rules) we	written up	
	A To ensure the safety of the	-	t one airline wouldn't
	passengers and employees	becom	e too powerful
	C So to make sure airline could make		p the airlines competing
	more money from their customers		t each other
	-	0	
	Part – B (D	as Directeo	d) (10)
1	Types of Meals Served on Board.		
2	What is Food?		
3	What is the full form of CPR?		
4	Driving is safer than air transportation. (	rue/False)	
5	What is Air Line Cuisine?	acri disc)	
6	It is essential for Airlines to create a relation	nshin with	customers (True/False)
7	Airlines can charge a fee to tourists, trave	-	
1	(True/False)	ing with 0v	erwergnt luggage.
	(IIII)		

- 8 What is Hair Style?
- 9 Airlines purposely overbook flights, to prevent the loss of income to "no show" customers. (True/False)
- 10 What is Steaming?

Course	:	BBAAT	Date	:	12-Jan-2020
Subject Code	:	BBAAT - 109	Time	:	03:00pm to 06:00pm
Subject Name		Computer Reservation System	Duration	:	03 Hours
		Ticketing	Max. Marks	:	70

### Section A

## Answer the following (Attempt any three)

1. Encode the following airports:

a) Mumbai

- b) London
- c) New York
- d) Nairobi
- e) Chicago
- 2. What do you understand by Rule/Condition step of fare formula? Explain in detail
- 3. What is BSP? Explain its relation with the airlines as well as travel agent.
- 4. Explain overseas mediclaim and how it support the traveler abroad?
- 5. What is CRS? Explain the importance of it in today's travel industry.

### Section B

(20)

(30)

- 1. What is Traffic Conference Areas? How is the world been divided into it?
- 2. What are the main points decide the GI?
- 3. What are the types of journeys mainly exist?

Answer the following (Attempt any four)

- 4. What is HIP?
- 5. What do you mean by flight coupon?
- 6. What is PAT?

С

С

С

1

### Section C Part – A (Multiple Choice Questions)

- The "Ninety East Ridge" is a submarine volcanic ridge located in \_\_?
  - A Pacific Ocean B Atlantic Ocean
    - Arctic Ocean D Indian Ocean
- 2 Which of the following mountain ranges form the longest mountain chain in the world?
  - A The Rockies of North America B The Andes of South America
    - The Transantarctic Range D The Great Dividing Range of
      - Australia
- 3 The cities of 'Hiroshima' and 'Nagasaki' are located on which among the following Islands of Japanese Archipelago?
  - A Honshu and Kyushu respectively
- B Honshu and Shikoku respectively
- Hokkaido and Kyushu respectively D
- D Kanaha and Shihala mana diada
- D Kyushu and Shikoku respectively

4	Whi	ch of the following countries are separat	ed b	w the	Strait of Gibraltar?
7	A	Portugal and Morocco	В		eria and Spain
	C	Morroco and Spain	D	-	eria and Portugal
5	1000	ch of the following affects the Fly-By-W		-	
5	A	EMI			Lightning strikes
	C	Flying in powerful Radio/Radar region			Bad weather
6		at is EMC?			Sau weather
0	A	Electromagnetic capture	в	Ele	ctromagnetic compatibility
	C	Electromagnetic combat	D		ctromagnetic course
7		at does the outer loop of an autopilot do?		LIC	euomagnetie eourse
/	A	Generate commands to the inner flight		В	Access the flight control surfaces to
	11	control loop		D	control the pitch and roll of the
		control toop			aircraft
	С	Access the flight control surfaces to		D	Generate commands for the pilot to
	C	control the altitude and heading of the		_	follow
		aircraft			
8	The	aircraft whose attitude reference is solel	v ba	sed o	on the natural horizon follow
			<i>,</i>		
	Α	VFR	В	IFR	
	С	FAA Commands	D	Pilo	ot
9	Wha	at altitude does FL540 correspond to?			
	Α	54000 ft	В	5.4	ft
	С	54 ft	D	540	00 ft
10	Whe	ere was the first Fly-By-Light system use	ed?		
	Α	Bomber Aircraft	В	Fig	hter aircraft
	С	Airships	D	Spa	cecrafts

### Part - B (Do as Directed)

### (10)

### State Weather the Following Statement are True or False

- 1 Human and physical geography is linked by the interaction of people with their environment.
- 2 There are six continents on Earth.
- 3 Violent contact between individuals at a crime scene frequently produces bleeding and results in the formation of bloodstain patterns
- 4 Harder and less porous surfaces result in more spatters, whereas touch surfaces produce stains with fewer spatter and serrated edges
- 5 Fiber optic cables are used in aircraft only for faster data transmission
- 6 ATM also aids in search and rescue.
- 7 One major problem for passengers in the 1930 was air sickness
- 8 Special purpose category is the largest category in general aviation
- 9 Airmail began as a formal service conceived with full financial backing by the US gov.
- 10 Air Carriers introduce lower average cost service at low fares to all corners in times of price competition with other airline

:	BBAAT	Date	:	13-Jan-2020
:	BBAAT - 110	Time	:	03:00pm to 06:00pm
:	<b>Computer Application</b>	Duration	:	03 Hours
		Max. Marks	:	70
	: : :	: BBAAT – 110	: BBAAT – 110 Time : Computer Application Duration	: BBAAT – 110 Time : : Computer Application Duration :

## Section A

	Answer the following (Attempt any t	hree)		(30)		
1.	Computer is very much organized device in which the process is carried out in					
	proper sequence. Justify. Also explain various characteristics of a Computer.					
2.	Explain any 10 MS-DOS commands w	ith its s	yntax and example.			
3.	Write a note on:					
	a) Notepad					
	b) WordPad					
4.	Discuss various applications of Information	ation Sy	stem.			
5.	Explain in detail topological classificat	ion of n	etwork.			
	S	Section 1	В			
	Answer the following (Attempt any f			(20)		
1.	What are the types of printers? Explain	-	e printer in detail.			
2.	Discuss different types of operating sys	stem.				
3.	Classify Icons and explain in detail.					
4.	What are the capabilities of computer?					
5.	Write a short note on: Communication					
6.	What are search engines? Explain spec	ialized s	search engine in detail.			
		Section				
	Part – A (Multi	ple Cho	bice Questions)	(10)		
1	Major types of computer is / are:					
	A Digital	В	Analog			
	C Hybrid	D	All of the above			
2	MS-DOS consists of					
	A BIOS	В	Kernel			
	C Shell	D	All of the above			
3	CPU stands for					
	A Central Power Unit	В	Computer Processing Unit			
	C Central Processing Unit	D	Computer Power Unit			
4	File access methods are:					
	A Sequential Method	В	Random Method			
	C Parallel Method	D	Only A and B			

5	Maj	or types of fonts are:		
	A	Serif	В	Times New Roman
	С	Sans-Serif	D	Only A and C
6	Page	e orientation is / are:		
	Α	Portrait	В	Landscape
	С	None of the above	D	Both of the above
7	Тур	e of Network is / are:		
	Α	LAN	В	WAN
	С	Internet	D	All of the above
8	ATM	A stands for		
	Α	Automatic Teller Machine	В	Automated Teller Machine
	С	Autonomous Teller Machine	D	Automatic Taking Money
9	WA	N stands for		
	Α	Wide Area Network	В	White Area Network
	С	Wifi Area Network	D	None of the above
10	This	s kind of network is designed, maintain	ned a	and used by a single organization.
	Α	Public Network	В	Private Network
	С	VAN	D	MAN

## Part – B (Do as Directed)

(10)

- 1 Analog Computers process data and input in discrete form True / False?
- 2 Convert Decimal to Binary:
- $(9364)_{10} \rightarrow ($
- 3 Fill in the blank:

\_\_\_\_\_ is the interface between user and the computer.

## 4 Define: File.

- 5 A folder consists of files and sub-folders. True / False?
- 6 MODEM stands for:
- 7 Data is derived from information. True / False?

)2

- 8 Fill in the blank:
  - Websites are handled via software called as \_\_\_\_
- 9 Value Added Network (VAN) is a public network. True / False?
- 10 Give full form of E-Mail.

Course	:	BBAAT	Date	:	04-Jan-2020
Subject Code	:	BBAAT - 201	Time	:	11:00am to 02:00pm
Subject Name	:	Tourism Product and Services - 1	Duration	:	03 Hours
			Max. Marks	:	70

### Section A

(30)

Answer the following (Attempt any three)

### 1. Discuss the development of modern transport System. 2. What do you mean by Automated Flight Bookings? Explain. What are the different types of Tour and Tour Operators? Explain any 5 types. 3. 4. Explain the Car Rental Industry. 5. Discuss the preparation of a tour in detail. Section B Answer the following (Attempt any four) (20)1. Explain special categories of pax 2. What do you mean by Accommodation Products? Explain in Brief. 3. Give differences between Car carrying trains and luxury trains ? 4. What are different types of Cruises? Explain in Brief. 5. Write short notes on : **Travel Motivators** Role of Motivators Importance of Motivators Technological factors What are escorted Tours ? Explain in Brief. 6. Section C Part – A (Multiple Choice Questions) (10)

Which of the following is a psychological factor to influence the travel decision of a 1 tourist? Α Ego and involvement B Loyalty and commitment С Family and friends D all of these Which one of the following is not a part of the infrastructure of Tourism? 2 A Natural Spots В Ropeways С Surais D Government owned factories 3 Scuba diving can be associated with A Farm Tourism B Green Tourism С Adventure Tourism D Eco Tourism

4	The	number of affiliate members of the W	TO	is
	Α	270	В	170
	С	272	D	172
5	The	first tourism policy was implemented	in	
	Α	1980	В	1981
	С	1982	D	1983
6	Whi	ch of the following is a private sector	tour	ism organization in India
	Α	TAAI	В	WTO
	С	OPEC	D	IATA
7	A pe	erson is considered to be a resident in a	a cou	untry if the person has lined for
		in the country.		
	Α	6 months	В	One year
	С	8 months	D	Two year
8	The	main aim of the tourism industry in In	dia	is
	Α	To spread word of mouth & create	В	To spread word of mouth
		repeat visitors		-
	С	Create repeat visitors	D	None of these.
9	Whi	ch statistics measures tourism trips		
	Α	Value statistics	В	Volume statistics
	С	Expenditure statistics	D	None of these
10	whic	ch of the following is a cultural tourist	attra	action?
	А	Museums	В	National park
	С	Arts	D	Folk Lore

## Part – B (Do as Directed)

(10)

1 Give full form of IATA

2 Where are the regional offices of FHRAI located

3 What is full form of PNR

4 Enlist few names of GDS companies

5 What is meaning of special service code, give any 2 examples.

6 Define connecting flight.

7 Define itinerary

8 Enlist type of cruises & ships

9 Define upgrade

10 Define Corporate Rate

Course	: BBAAT	Date :	05-Jan-2020
Subject Code	: BBAAT - 202	Fime :	11:00am to 02:00pm
Subject Name	: Aviation Security	Duration :	03 Hours
	Ν	Max. Marks :	70

### Section A

(30)

(20)

(10)

# Answer the following (Attempt any three) What do you mean by airport security? Explain the requirement of airport security.

- 2. What is sterile concourse? Explain its merits and demerits.
- 3. Explain the criteria for selection of metal detector.
- 4. What procedures are used for re-screening people?
- 5. Write a note on use of dogs for search.

## Section B

## Answer the following (Attempt any four)

- 1. Explain the airport security rules in detail.
- 2. Write a note on X-ray inspection.
- 3. Write a note on baggage handling and security.
- 4. Explain the problem of stolen tickets.
- 5. Briefly explain the concept of interview.
- 6. Write a note on charter flight security.

## Section C Part – A (Multiple Choice Questions)

		-		-
1	PSE	stands for		
	Α	Psychological Stress evaluator	В	Physical Stress evaluator
	С	Partial Stress evaluator	D	None of the above
2	FAF	Rs stands for		
	Α	Federal Aviation Regulations	В	Foreign Aviation Regulations
	С	Future Aviation Regulations	D	None of the above
3	One	of the unresolved problems of industry	ry is	·
	Α	Catering	В	Baggage handling
	С	Security checking	D	None of the above
4	At p	resent, carry-on items are limited to u	nder	seat size, which is defined as
		inches.		
	Α	15x25x10	В	25x15x8
	С	13x23x9	D	20x10x10
5	GIT	stands for		
	Α	Group Inclusive Tour	В	Ground Inclusive tour
	С	Group Intended Tour	D	Ground Intended Tour

6	From the following which are the guidelines can be used as a basis for the survey of a carrier's aircraft security program.						
	Α	General	В	Screening Procedures			
	С	Law enforcement support	D	All of the above			
7	Acc	According to Air traffic conference a record high of 28,885 tickets were stolen in					
	,						
	Α	1979	В	1969			
	С	1975	D	1965			
8	MC	MCOs stand for					
	Α	Miscellaneous Changes Orders	В	Miscellaneous Charter Orders			
	С	Miscellaneous Charges Orders	D	None of the above			
9	The fair credit reporting act is incorporated in						
	Α	1974	В	1971			
	С	1981	D	1978			
10	NCI	C stands for					
	Α	National Crime Interchange Center	В	National Crime Information Center			
	С	National Cop Information Center	D	National Crime Information Capital			

## Part – B (Do as Directed)

(10)

## State whether the following statements are true or false:

- 1 On August 5, 1974, public law 93-366 was signed into law.
- 2 Seven hijackings occurred in July, 1972.
- 3 Any body search is not a consent search.
- 4 Both United States and foreign diplomats must not be screened.
- 5 The physical search of passenger's carry-on luggage must be performed with courtesy.
- 6 The bag and all of its contents should be search.
- 7 Armed passengers are to be known to one another and to crew members.
- 8 All metal detectors are not required to meet specific detection standard set by FAA.
- 9 The purchase of a X-ray inspection device is not a considerable investment.
- 10 All X-ray units used by U.S. carriers are film safe.

Course	:	BBAAT	Date	:	06-Jan-2020
Subject Code	:	BBAAT - 203	Time	:	11:00am to 02:00pm
Subject Name	:	Front Office Management-	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A Answer the following (Attempt any three) (30)1. Explain the procedures of handling complaints? Draw the format of Night Audit Report & discuss? 2. Write note on Management Functioning of Front Office? 3. 4. Discuss in details of Check Out Procedure? 5. Write details of formulation of Room Rate? Section B Answer the following (Attempt any four) (20)1. Write short note on importance of planning in front office? 2. What is the job description of Reservation Assistant? 3. Explain Overbooking & How it helps in revenue management? 4. Write a note on Budgeting? 5. Explain European Plan & Continental Plan? 6. Draw the format of C Form and its application? Section C Part – A (Multiple Choice Questions) (10)A Transit hotel is also known as 1 Boatel Airport Hotel Α В С Apartotel D **Business Hotel** 2 American Plan includes A All Meals & Room Tariff Only Breakfast & Room Tariff В С Only Dinner & Room Tariff D Only Room Tariff 3 Cabana is a type of Room for A Changing В Sleeping С Dinner D Spa & Massage

- 4 Room Status Report is generated for
  - A Arrival
  - C Stay
- 5 CIP stand for people of
  - A Leisure
  - C Commercial

- **B** Departure
- D Maintenance
- B Corporate
- D Condominium

- 6 Sales promotion includes
  - A Up selling
  - C Promotions
- 7 Basis of Charging Room Rate is
  - A Room Type
  - C Interior
- 8 Global distribution System helps in
  - A Receiving
  - C Information
- 9 Guest History Card is used for
  - A Personalize the Service
  - C Monitor the service
- 10 Density Chart is maintain for
  - A Room
  - C Bell Desk

- B Suggestive Selling
- D All the above
- **B** Room Facilities
- D Location of Room
- **B** Reservation
- D Cashiering
- B Maintain the service
- D Terminating the service
- B Lobby
- D None of the above

## Part – B (Do as Directed) STATE TRUE or FALSE

- 1 Mails & Messages are handled by the Front Office Department
- 2 Front office attributes includes hygienic appearance
- 3 Whitney rack is found in House Keeping
- 4 Booking dairy is maintained by Bell Desk
- 5 Room forecasting indicates room availability
- 6 Front Office Manager is same as Manager Front Office
- 7 Night auditor is a billing clerk
- 8 Room Charges are posted in folios
- 9 Purpose of night audit is to detect theft
- 10 Rooms are highest perishable commodity

Course	: BBAAT	Date	:	07-Jan-2020
Subject Code	: BBAAT - 204	Time	:	11:00am to 02:00pm
Subject Name	: Tourism Develop	ment Duration	:	03 Hours
		Max. Marks	:	70

### Section A

## Answer the following (Attempt any three)

- 1. Differentiate between Travel and Tourism
- 2. Discuss India as a Tourist destination for an International Tourist, stating important tourist destinations in India.
- 3. Define Tourism products and list out there characteristics.
- 4. Discuss 3 "T" Technology, Transportation, and Telecommunication in view of tourism enhancement.
- 5. Consider steps taken by government for reaching out at extreme tourist places in India.

## Section B

Answer the following (Attempt any four)

(20)

(30)

- 1. Discuss the key leakage problems pertaining towards tourism development in India.
- 2. Define Hotel and the scope of Hotel Industry
- 3. State the difference between the new modern accommodation concepts .
- 4. Discuss the national Tourism Policy
- 5. .Good climatic conditions help in taking tourism activities possible and enjoyable discus
- 6. Explain the term Group Inclusive Tour in detail.

### Section C

### Part – A (Multiple Choice Questions)

1	Who was the founder of the inclusive tour					
	A Th	nomas Cook	В	Caption Cook		
	C Co	ox and Kings	D	Regal		
2	Peak season for International Tourism in India					
	A O	ct to Feb	В	March to May		
	C Ju	ne to Sep	D	April to May		
3	The World Travel & Tourism Council was formed in					
	A 19	990	В	2000		
	C 19	980	D	1970		
4	Head Quarters of World Tourism Organization is in					
	A Sp	pain	В	France		
	C U	SA	D	Germany		

5	5 India's first domestic air flight took place in 1932						
	Α	Delhi Karachi	В	Delhi Mumbai			
	С	Delhi Calcutta	D	Delhi Lahore			
6	Wor	lds most Busy airport is in					
	Α	Dubai	В	London			
	С	Delhi	D	Newyork			
7	First	Person to take Space Vacation is					
	Α	Denniess Tito	В	Ratan Tata			
	С	Bill Clinton	D	Bill Gates			
8	How	many International Air Ports are the	re in	India			
	А	14	В	10			
	С	30	D	19			
9	A pe	erson who changes his location is calle	ed				
	Α	Traveler	В	Tourist			
	С	Visitor	D	None of these			
10	Ano	ther name of medical tourism					
	Α	Health Tourism	В	Rest Tourism			
	С	Ayurvedic Tourism	D	Eco Tourism			

#### Part - B (Do as Directed)

(10)

#### Define the Terms

- 1 Blocking
- 2 Itinerary
- 3 Round Trip
- 4 Open Jaw
- 5 Routing
- 6 Holiday Package
- 7 Transit
- 8 E Visa
- 9 Postpond
- 10 Counter Payments

Course	:	BBAAT	Date	:	08-Jan-2020
Subject Code	:	BBAAT - 205	Time	:	11:00am to 02:00pm
Subject Name	:	Geography Of Tourism - II	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

		cuon .				
	Answer the following (Attempt any the	ree)		(30)		
1.	Explain tourist places in London.					
2.	Explain the importance of French cuisine in tourism.					
3.	Explain why Egypt's ancient monuments form a source of tourism					
4.	Explain the effects on tourism after industrial revolution.					
5.	Explain reservation system and travel bu	siness				
	Se	ction	В			
	Answer the following (Attempt any for	ur)		(20)		
1.	Write a short note on modes of transport	in Ch	ina			
2.	Give a short note on cuisine of China.					
3.	Write a brief note on tourist attraction of	Austr	alia. Any three.			
4.	Define aims of tourism and significance	of pla	nning.			
5.	Explain adventurous travel.					
6.	Write a short note on sustainable tourism	1.				
	Se	ction	С			
	Part – A (Multip)	le Cho	pice Questions)	(10)		
1	Nilgiri Mountain Railway is situated in					
	A Kerala	В	Tamil Nadu			
	C Karnataka	D	Gujarat			
2	Eco-Tourism is a					
	A Responsible Tourism	В	Ethnic Tourism			
	C Volunteer Tourism	D	Pilgrimage Tourism			
3	Black Tourism is popularly known as					
	A Cultural Tourism	В	VFR Tourism			
	C Dark Tourism	D	Adventure Tourism			
4	The branch of geography which deals wi	th the	study of infrastructural development			
	in an area.					
	A Political Geography	В	Development Geography			
	C Environmental Geography	D	Historical Geography			
5	The word meaning of Geography is					
	A Writings about the earth B P	hysica	al divisions of earth			

Writings about the earth B А С None of these

6	Scer	nery includes		
	Α	Land Forms	В	Water Forms
	С	Vegetations	D	All the above
7	Whi	ch branch of Geography deals with the	e stu	dy of inner water molecules?
	Α	Climatology	В	Hydrology
	С	Oceanography	D	Coastal Geography
8	Moi	nsoon Tourism is practiced in		
	Α	November to February	В	March to May
	С	June to September	D	September to October
9	KTI	DC stands for		
	Α	Kerala Transport Development	В	Kerala Travel Development
		Corporation		Corporation
	С	Kerala Tourism Development	D	None of these
		Corporation		
10	Whi	ch of the following is not a natural div	ersi	ty?
	Α	Cherai Beach	В	Thenmala
	С	Bakel Fort	D	Varkkala Beach

#### Part - B (Do as Directed)

- 1 Name two populous countries of the world.
- 2 Name two largest countries of the world.
- 3 Explain Halloween festival.
- 4 Explain Buckingham Palace.
- 5 Explain the Arc de Triomphe
- 6 Name two religions of India.
- 7 Name two dance forms of Rajasthan.
- 8 Name two Cuisines of North India
- 9 Name two events in Australia
- 10 Full form of CRS

Course	:	BBAAT	Date	:	09-Jan-2020
Subject Code	:	BBAAT - 206	Time	:	11:00am to 02:00pm
Subject Name	:	<b>Organizational Behavior</b>	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

	Secti	ion .	4		
	Answer the following (Attempt any three	e)		(30)	
1.	Perception has a strong link with Organizat	tion	Behavior. – Discuss.		
2.	Discuss various ways to change the attitude of an employee.				
3.	Explain Classical conditioning theory in de	pth.			
4.	Identify the difference between power and	auth	ority.		
5.	Discuss interpersonal sources of power.				
	Secti	ion ]	В		
	Answer the following (Attempt any four)	)		(20)	
1.	Why do organizations exist?				
2.	Discuss few internal contingency factors in	the	organization.		
3.	What is matrix organizational structure?				
4.	Feedback has a very powerful effect on beh	navi	or of personnel. – How?		
5.	Differentiate between type A and type B pe	erso	nalities.		
6.	Leadership refers to the ability of one indiv	vidu	al to influence others.		
	Secti	on (	C		
	Part – A (Multiple	Cho	ice Questions)	(10)	
1	The three levels of power are		?		
	A Institutional, national, individual	В	Processional, institutional,		
			organisational		
	C Processional, organisational, national	D	None of the above		
2	Which of these are characteristics of an effe	ectiv	ve control system?		
	A it should be subject to continual	В	it should report deviations from		
	review		desired standards as soon as		
			possible		
	C it should be able to determine	D	all of the above		
	corrective action				
3	Groups which are formed as the consequen	ice c	f organisational structure and work		
	division are known as:				
	A informal groups	В	target groups		
	C formal groups	D	operational groups		

4	Brai	instorming as a problem-solving and d	ecisi	ion-making technique:
	Α	Involves everyone	В	Encourages communication
	С	Focuses the mind	D	All three of the above
5	Αp	otential disadvantage associated with	cohe	esive groups is:
	Α	A tendency to focus on social	В	A tendency to develop attitudes
		activities which may reduce output		which are hard to change
	С	A tendency to see other groups as	D	All of the above
		rivals		
6		can be defined as	"pro	widing a state of readiness or
	tenc	lency to respond in a particular way".		
	Α	Attitudes	В	Values
	С	Beliefs	D	Tendencies
7	Res	istance to change can be caused by:		
	Α	Inconvenience	В	Habit
	С	Selective perception	D	All of the above
8	It is	Cunningham's belief that, despite the	pop	ular myth to the contrary, people
	gen	erally		
	Α	Prefer stability	В	Dislike change
	С	Love change	D	Like being controlled
9	The	pervasive nature of culture means that	t it w	
	Α	Decision-making	В	Motivation and job satisfaction
	С	Group behaviour	D	All of the above
10	A co	ommon definition of Organisational Be	ehav	iour is that it is the study of:
	Α	Group behaviour	В	Individual behaviour

C Patterns of organisational structure D All of the above

#### Part – B (Do as Directed)

- State Weather the Following Statement are True or False
- 1 All groups are teams, but not all teams are groups.
- 2 Teams are best suited for tasks with high interdependence among team members.
- 3 One way to improve team norms is to select people who bring desirable norms to the group.
- 4 An attitude is composed of beliefs, feelings, and inclinations to act.
- 5 Dissonance theory predicts that when there is external justification for performing an act, dissonance will be high.
- 6 The greater the reward promised for an activity, the more one will come to enjoy the activity.
- 7 People's expressed attitudes predict their average behavior much better than their behavior in a specific situation.
- 8 A mission statement must be converted into goals to become operational and useful.
- 9 Individual's ability to influence others behavior by punishing their undesired behavior is known as reward power.
- 10 Sensitive training include role playing.

Course	:	BBAAT	Date	:	10-Jan-2020
Subject Code	:	BBAAT - 207	Time	:	11:00am to 02:00pm
Subject Name	:	Accommodation Leisure	Duration	:	03 Hours
		Management	Max. Marks	:	70

#### Section A

(30)

(20)

#### Answer the following (Attempt any three) Explain the Growth and Development of Hotel Industry. Describe the Planning of the Linen and Uniform Room for the Hotel.

- 2. 3. Draw the figure of Rooms? Explain the types of Rooms.
- 4. Discuss the Various Records Maintained by Control Desk.
- 5. Explain the Various Practices Adopted by Housekeeping Department to Control Odour.

#### Section B

#### Answer the following (Attempt any four)

- Discuss the Meaning of Housekeeping in Hotel. 1.
- Describe the Favorite Theme Parks. 2.

1.

- 3. Explain the Reasons for Growth of Pests.
- 4. Write a Short note on Special Cleaning Process.
- 5. Describe the Basic Guidelines for the Prevention of Accidents.
- 6. Explain the Types of Well Coverings.

#### Section C

Part – A (Multiple Choice Questions)						
1	A pl	ace to stay while traveling				
	Α	accommodation	В	attraction		
	С	amenity	D	None of the above		
2	A la	rge building with rooms to rent while	trave	eling		
	Α	hotel	В	bed and breakfast (B&B)		
	С	hostel	D	None of the above		
3	An i	nexpensive accommodation that may 1	have	shared rooms and/or bathrooms		
	Α	hotel	В	bed and breakfast (B&B)		
	С	hostel	D	All of the above		
4	Cate	ering is organizing food and drink for p	beop	le		
	Α	at work	В	in many different social situations		
	С	on holiday	D	outside		
5	Acc	ommodation is available to				
	Α	students	В	business people		
	С	tourists	D	all of these people		

- C tourists
  - 78

6 According to the manual, how many areas are accommodations provided in?

- A 3 B 2
- C 4 D 6

7 Which laws include provisions for accommodations for instructional activities and state wide assessments? (choose as many as apply)

- A ESSA (Every Student Succeeds Act) B IDEA
  - Brown v. Board of Education
- C Section 504 (American's with D Brow Disabilities Act and the Rehabilitation Act of 1973)

8 What is the primary reason for providing accommodations for a student?

- A The effect of the disability on the student's ability to increase, maintain or improve academic performance.
- C The butterfly effect
- B The effect of the teacher's ability to teach the student how to increase, maintain or improve academic performance.
- D The effect of the parent's ability to advocate for technology to increase, maintain or improve academic performance.
- 9 Who is eligible for accommodations?
  - A Any student with a disability who has been evaluated and determined to have a disability under IDEA or Section 504.
  - C Any student who has been evaluated but not determined to have a disability under IDEA or Section 504.
  - B Any student with a disability who has been evaluated and determined to have a disability under only IDEA.
  - D Any student without a disability who needs help in content areas and maintaining attention.
- 10 An astronaut is trying to move from one area of the space shuttle to another. What accommodations does this astronaut need?
  - A Velcro boots B spacesuit

С	handle bars	D	oxygen	
C	nancie bars	D	oxygen	

Part – B (Do as Directed)

- 1 Are UDL and Differentiated Instruction addressed in the manual? (True/False)
- 2 What is Floor Pantries?
- 3 What is the full form of OOO?
- 4 Definition of Per Stock?
- 5 If something is available (i.e. pencil grips) for use by all the students in the class, but is necessary to increase, maintain or improve the functional capabilities for 1 student, is that still considered an accommodation? (True/False)
- 6 Types of Equipments.
- 7 What is First Aid?
- 8 If a student receives a Modified Program, there is no need to list any accommodations that the student may also require. (True/False)
- 9 What is Abrasives?
- 10 An IEP is a legal working document? (True/False)

Course	:	BBAAT	Date	:	11-Jan-2020
Subject Code	:	BBAAT - 208	Time	:	11:00am to 02:00pm
Subject Name	:	Foreign Language	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

#### Answer the following (Attempt any three)

#### 1. Ecrire les noms du mois en français (Write names of the months in french)

- 2. Écrire des nombres de 31 à 40 en français (Write numbers from 31-40 in french )
- 3. Écrivez 10 noms de professions en français (Write any 10 profession names in french )
- 4. Écrivez n'importe quel nom de 10 parties du corps en français (Write any 10 Body parts name in french)
- 5. Name 10 French speaking nations

#### Section B

#### Answer the following (Attempt any four)

- 1. Conjugate the Verb AVOIR
- 2. Ecrire jours de la semaine en français (Write Days of week in French)
- 3. Écrivez n'importe quel nom de 5 couleurs en français (Write any 5 colors name in french )
- 4. Enlist any 5 common verbs in French with its English translation
- 5. Introduce yourself in French

1

2

6. engager n'importe quel nom de 5 fruits en français (enlist any 5 fruit name in french)

	Section	C			
	Part – A (Multiple Ch	noice Questions)	(10)		
Match the pairs with English to French words					
Eggplant	_	drink			
Mushroom	-	eau			
Cauliflower	-	gingembre			

3	Cauliflower	-	gingembre
4	Corn	-	sel
5	Potato	-	serveur
6	Water	-	pomme de terre
7	Boire	-1	chou-fleur
8	Waiter	—	aubergine
9	Ginger		champignon
10	Salt	_	maïs

(30)

(20)

#### Part – B (Do as Directed) Translate the sentence in French or English as per requirement

The woman drinks water

- 2 "What does that mean?"
- 3 *Où est...?*

1

- 4 La carte/le menu, s'il vous plaît.
- 5 "I can't eat..."
- 6 "Thanks a lot"
- 7 Nice to meet you!
- 8 *Comment allez-vous?*
- 9 Can you help me please!
- 10 Je ne parle pas (beaucoup de) français

Course	:	BBAAT	Date	:	12-Jan-2020
Subject Code	:	BBAAT - 209	Time	:	11:00am to 02:00pm
Subject Name	:	Air Cargo Management	Duration		03 Hours
			Max. Marks	:	70

#### Section A

(30)

(20)

Answer the following (Attempt any three) Describe the types of carriers. Write a note on India's Open Skies Policy on Air Cargo. Write a note on 'Container Rate'. Describe the types of Loads.

5. Describe the Cargo security checklists in context to 'Barriers'.

#### Section B

#### Answer the following (Attempt any four)

- 1. Discuss the relationship of Air cargo to Trade and GDP.
- 2. Discuss the factors determine Airport Competitiveness.
- Write a note on 'Specific Commodity Rate'. 3.

1.

2. 3.

4.

4. Discuss the duties of guards in context to Air cargo.

- 5. Write a note on the checklist in context to 'Lighting' for cargo security.
- 6. Write a note on explosives and incendiary devices in context to Air cargo security risks.

#### Section C

Part – A (Multiple Choice Questions)							
1	Wha	t is the full-form of TWA?					
	А	Transportation World Airlines	В	Trans Widest Airlines			
	С	Trans World Airlines	D	Trans World Airspace			
2	The	first regularly scheduled all-cargo serv	vice	was started by			
	А	Unit Air-lines	В	United Air-lines			
	С	Unique Air-lines	D	Unanimous Air-lines			
3	Wha	t is the full-form of CAB?					
	А	Civil Aeronautics Bus	В	Civil Aerospace Board			
	С	Construction Aeronautics Board	D	Civil Aeronautics Board			
4	Wha	t is the full-form of ICAO?					

- A International Civil Aviation Intra Civil Aviation Organization В Organization
- C Inter Civil Aviation Organization
- D International Civil Aerospace Organization

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5	Wha	at is the full-form of AAPA?		
-	Α	Amendment of Asia Pacific	В	Association of Asia Pacific
		Airlines		Airlines
	С	Amendment of American Pacific	D	Association of Asian Public
		Airlines		Airlines
6		are types of containe	rs.	
	Α	Bags and sacks	В	Cans and drums
	С	Bales and wood boxes	D	All of the above
7	Тур	e of Vehicles that operate within a co	ntroll	led area:
	Α	Cargo handling Vehicles	В	Cargo-carrier vehicles
	С	Freight forwarded vehicles	D	All of the above
8	Carg	go security has concern with:		
	Α	Lighting	В	Alarms
	С	Personnel identification	D	All of the above
9		programs were create	d to e	establish procedures for differentiating
	trust	ted shippers.		
	Α	No Shipper	В	Knowledge Shipper
	С	Known Shipper	D	Knowhow Shipper
10		Screening has concer	rn wi	th screening of cargo shipments.
	Α	A-Ray	В	X-Ray
	С	F-Ray	D	E- Ray

#### Part – B (Do as Directed)

- 1 What do you mean by Air Mail? Answer in two to three sentences.
- 2 What do you mean by Air Express? Answer in two to three sentences.
- 3 What do you mean by Air Freight? Answer in two to three sentences.
- 4 What is 'Priority Reserved Air Freight'? Answer in two to three sentences.
- 5 What do you mean by 'Speed Package Service'? Answer in two to three sentences.
- 6 What is Limited area? Answer in two to three sentences.
- 7 What is Exclusion area? Answer in two to three sentences.
- 8 Enlist any two means of communication that can be included in the protective system.
- 9 What do you mean by 'Cargo crime'? Answer in two to three sentences.
- 10 What is Tamper-Evident seal? Answer in two to three sentences.

Course	:	BBAAT	Date	:	13-Jan-2020
Subject Code	:	BBAAT - 210	Time	:	11:00am to 02:00pm
Subject Name	:	Flight Operation Management	Duration		03 Hours
			Max. Marks	:	70

#### Section A

(30)

Answer the following (Attempt any three)

1

2

3

4

5

1. What are the requirements for renewal of air operators permit? 2. Explain in details intensive growth strategies? 3. How air air operators can register his aircraft in India? 4. Explain different market segments? 5. Why identification codes do is necessary for airlines? Section B Answer the following (Attempt any four) (20)1. Distinguish between industry wide bargaining and pattern bargaining? Explain in brief for major functions of HRM? 2. Write short on. - multi-skilling and flexibility; cross utilization of human -resource? 3. 4. Explain the law of demand as it relates to air travel? What is the relationship between ASMs and RPMs. Give examples of direct expense 5. and of fixed- overhead expenses? 6. What is production-oriented period in airlines marketing?

#### Section C Part – A (Multiple Choice Questions) (10)Civil aeronautics act was passed in the year A 1938 В 1939 C 1937 D 1940 DGCA A Director general civil association Directorate general civil aviation В C Director general of cargo aviation D Director general civil aviation CVR stands for A Cock-pit visual recorder В **Conversion Ratio** Cock-Pit voice recorder D Collective voice data reader С The number of independent FMS in a typical commercial aircraft is? Α 1 B 3 С 4 D 2 Which one of the following is not a function of the FMS? A Flight guidance and control of B Monitor and regulate speed of the flight path aircraft

C Automatically switch between D Automatic control of engine thrust different types of communication

6 Which of the following is not a way cockpit-flight crew interfaces in the FMS Multi-Function Display Primary Flight Display Α В Keyboard and Cursor Control Unit Target Detection and Locking С D System 7 What type of cockpit flight crew interface is used to enter or modify the data on the MFD? Keyboard and Cursor Control Unit А В Control stick С **Control Switches** D Control levers 8 What control does the EFIS Control Panel provide? Control over flight plan B Control over graphical and textual Α FMS data Control over flight performance D Navigation through FMS pages С 9 What is the number of Flight Management Computers used in a typical commercial aircraft? Α 4 В 1 С 3 D 2 10 What operating mode of the FMS does the figure show? FMS 2 FMS 1 FMC 8 FMC A EMC C

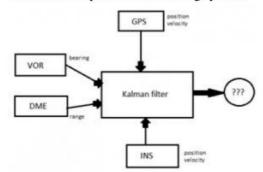
#### Double mode Independent mode Α В

Single mode С

- D Redundancy mode

#### Part - B (Do as Directed)

- 1 Both FMS 1 & 2 get information from only one FMC in the case of \_\_\_\_\_
- 2 The standby FMC performs calculations even when both the FMC are fully functional. True or False
- What filter is used by the FMS to estimate the position of the aircraft from various 3 sensors?
- 4 What is the output for the following system?



- 5 Navigational functions are no longer available if the INS shuts down in an FMS. True or False
- 6 What is the interval for updating data in the navigation database?
- 7 What are the two principal processes of air traffic management?
- 8 Who provides assurance between the collision of aircraft with another aircraft or terrain?
- 9 ATM also aids in search and rescue. True or False
- 10 Who is responsible for the separation of an aircraft from other aircraft in a controlled airspace?

Course	:	BBAAT	Date	:	16-Jan-2020
Subject Code	:	BBAAT - 211	Time	:	11:00am to 02:00pm
Subject Name	:	Introduction to Catering	Duration		03 Hours
			Max. Marks	:	70

#### Section A

#### Answer the following (Attempt any three)

(30)

(20)

- 1. Classify different type of micro organism. Explain in details their Characteristic.
- 2. Explain in details the factors effecting the growth of microbes.
- 3. Discuss in details the beneficial effect of micro organism in food production.
- 4. What do you mean by hygiene? Discuss in details the general rule relating to Food Hygiene.
- 5. Define HACCP. Discuss in details the Seven Principles of HACCP.

#### Section B

#### Answer the following (Attempt any four)

- 1. Write in brief about the significance of sanitization in catering industry.
- 2. Explain in brief the different routes of contamination.
- 3. Write a short note on emulsifiers.
- 4. Explain in brief the personal Hygiene for Food Handler.
- 5. Explain in short the different places of Hygiene in the Hotel & Catering Industry.
- 6. Explain in brief about the methods of preservation.

#### Section C Part – A (Multiple Choice Questions)

- 1 Following item is an example of sun drying process. A Papad B Ice cream С Fish Curry
- 2 Freezing temperature range is
  - A -18 Degree to -40 Degree
  - C -18 Degree to 19 Degree
- 3 HTST method means
  - A High Tilting Short Tempering
  - C High Tempering Short Time
- 4 Boiling Temperature is
  - A 101 Degree Celsius
  - С 102 Degree Celsius
- **Bombay Duck** 5
  - Chicken Α
  - С Fish

- D Chicken Curry
- -01 Degree to 03 Degree В
- -01 Degree to 04 Degree D
- В **High Tension Short Time**
- D High Temperature Short Time
- В 104 Degree Celsius
- D 100 Degree Celsius
- В Duck
- D Goose

6	The	word agmark is derived from the word	t	
	Α	Aquaculture Marketing	В	Agro Marketing
	С	Agricultural Marketing	D	Aesthetic Marketing
7	Dex	trin Powder is a food adulterant usual	ly ac	ided to
	Α	Lassi	В	Milk
	С	Cheese	D	Ghee
8	In th	e year US congress passed the	e Nu	trition Labeling & Educational
	Lab	eling of nearly all foods sold in Grocer	ry St	ores.
	Α	1690	В	1990
	С	1790	D	1890
9		is caused by severe deficiency	of j	proteins and calories.
	Α	Marasmus	В	Kwashiorkor
	С	Marasmic	D	None of the above
10	The	quality of protein depends on		
	Α	Vitamin	В	Minerals
	С	Amino Acids	D	None of the above

#### Part - B (Do as Directed)

(10)

#### **Explain In brief**

- 1 Freeze Drying
- ISI
- 2 3 4 Adulterants
- Adulteration
- Food
- 5 6 Malnutrition
- Basal Metabolic Rate 7
- 8 9
- Example of Simple Protein Example of Conjugated Protein
- 10 Examples of Amino Acids

Course	:	BBAAT	Date	:	23-Dec-2019
Subject Code	:	BBAAT - 301	Time	:	11:00am to 02:00pm
Subject Name	:	Tourism Products and Services - II	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

(30)

(20)

#### 1. Give the classification of travel market.

2. Explain the factors influencing pricing decision.

Answer the following (Attempt any three)

- 3. Explain in detail the features of tourism marketing.
- 4. Discuss the various factors influencing consumer behavior in tourism industry.
- 5. What is marketing decision support system? Write its functions and uses in tourism.

#### Section B

#### Answer the following (Attempt any four)

- 1. Explain the functions of travel agency.
- 2. What are the characteristics and determinants of tourism demand?
- 3. Explain in detail the importance of marketing and role of advertising in tourism.
- 4. What are the contents of a feasibility report?
- 5. Discuss various stages involved in selling.

1

2

3

6. Explain the concept of 'Preparedness for Crisis' in tourism industry.

#### Section C

#### Part – A (Multiple Choice Questions) (10)In addition to major segments of the travel industry, there are many other types of travel-related businesses which includes\_\_\_\_ A Food and beverage businesses B Travel insurance packages C Sports Operators D All of the above In this method, two or more products are sold together at a single price. A Psychological Pricing В Value Pricing C Product Bundling D Going Rate Pricing \_\_\_\_\_ interrelated parts. The feasibility analysis has \_\_\_\_ A Three В Four

CTwoDFive4The person who actually makes the purchase.<br/>AUserBInfluencer

- C Buyer D Initiator
- 5 VALS distinguishes between\_\_\_\_\_. A Eight psychographic groups B Seven psychographic groups
  - C Five psychographic groups D Ten psychographic groups

6	is in general mind-picture of the world, shaped by information that						
	people filter and then retrieve.						
	Α	Perception	В	Attitude			
	С	Personality	D	Motivation			
7		are internal drives that cause	peop	ple to take act to satisfy their needs.			
	Α	Learning	В	Motivation			
	С	Perception	D	None of the above			
8	The	tourism industry is highly		in terms of capacity.			
	Α	Flexible	В	Inflexible			
	С	Both A&B	D	None of the above			
9	An a	advertisement has the potential to app	eal to	)			
	Α	Sight	В	Sound			
	С	Touch	D	All of the above			
10	0can be defined as the process through which people with similar						
	needs, wants and characteristics are grouped together.						
	Α	Segmentation	В	Targeting			
	С	Positioning	D	Marketing			

#### Part – B (Do as Directed)

(10)

#### State whether the following statements are true or false:

- 1 Food and beverage is one of the largest industries.
- 2 The major sport operators are boat charters and scuba dive operators.
- 3 Price can be understood as the amount paid by a marketer for the product which will satisfy his wants.
- 4 Flexible pricing is characterized by rigidity.
- 5 The term "crisis" is originates from the Greek word "crisic",
- 6 A global campaign promoting the positive impacts of tourism is being prepared by WTO.
- 7 Customer service is easy to define.
- 8 The feasibility analysis has had the reputation of being an extremely difficult and expensive task.
- 9 Liquidity ratios relates current assets to current liabilities.
- 10 Effective communication is a major factor in customer service.

:	BBAAT	Date	:	24-Dec-2019
:	BBAAT - 302	Time	:	11:00am to 02:00pm
:	Travel Agency & Tour Operation	Duration		03 Hours
		Max. Marks	:	70
	•	•	: BBAAT - 302 Time : Travel Agency & Tour Operation Duration	: BBAAT - 302 Time : : Travel Agency & Tour Operation Duration :

#### Section A

Answer the following (Attempt any three)

- 1. How does a travel agency organize travel? Explain in detail.
- 2. Explain various factors affecting in designing and selection of a package tour.
- 3. Explain various responsibilities of a tour guide.
- 4. Explain packages pricing strategies along with elements of pricing and factors affecting pricing.
- 5. Explain various room categories and bed type.

#### Section B

#### Answer the following (Attempt any four)

- 1. Explain various functions of modern travel agency.
- 2. Write a note on activities of travel agency in brief.
- 3. Write a brief note on types of tour.
- 4. Write a note on role of tour operator.
- 5. Write a note on training and qualification required for a travel agent.
- 6. Explain various types of package tour.

	Section C									
	Part – A (Multiple Choice Questions) (10)									
1	Fund	ction of unit is to get more busin	ess f	or travel agency.						
	Α	Documentation	В	Reservation						
	С	Visa	D	Sales						
2	The	flight voucher contains information li	ke _							
	Α	Passport number	В	Time						
	С	Flight number	D	All of these						
3		is to be considered while designing	tour	brochure.						
	Α	Attractiveness	В	Accuracy						
	С	Both A and B	D	None of these						
4		_ is an off centre fold providing front s	sheet	smaller than second sheet.						
	Α	Centre fold	В	Gate fold						
	С	Six page fold	D	All of these						

(30)

(20)

5	Stite	ching is an example of		
	Α	Booklet	В	Leaflet
	С	Folder	D	None of these
6		is an important consideration for a	tour	operator while planning itinerary.
	Α	Interest	В	Duration
	С	Budget	D	All of these
7		has free choice of menu.		
	Α	A la carte	В	Table de' hote
	С	Set menus	D	All of these
8	3 <u></u>	rates means rates agreed upon by a	com	pany and a hotel.
	Α	Commercial	В	Daily
	С	Rack	D	All of these
9	The	motor coach service may be divided i	n to	categories.
	Α	2	В	3
	С	4	D	5
10	Car	rental companies offer rate type	es.	
	А	5	В	6
	С	7	D	8

#### Part - B (Do as Directed)

(10)

#### State whether the statement is true or false.

- 1 Domestic flight booking requires passport.
- 2 A retailer do not makes reservation.
- 3 ABC stands for Advance Booking Centre.
- 4 The word "Touring" implies relatively time being travelling.
- 5 Cancellation charges are not a source of income for travel agency.
- 6 Itinerary planning do not require official airline guide.
- 7 Tips are included in package tour.
- 8 Lunch stop is to be followed as per tour itinerary record.
- 9 Companies do not take responsibilities for lost or damaged luggage.
- 10 Driver is a working partner of a tour manager.

Course	:	BBAAT	Date	:	26-Dec-2019
Subject Code	:	BBAAT - 303	Time	:	11:00am to 02:00pm
Subject Name	:	HRM	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

(30)

(20)

# Answer the following (Attempt any three)

- 1. Describe the features of HRM.
- 2. Write a note on Wages and Salary Administration.
- 3. Describe various types of interview.
- 4. Describe the importance of training.
- 5. Describe the Objectives of Performance Appraisal.

#### Section B

#### Answer the following (Attempt any four)

- 1. Describe the process of HRM.
- 2. Discuss the need for Counseling.
- 3. Explain Maslow's Need Hierarchy Theory of Motivation.
- 4. Describe the significance of HR Records.
- 5. Describe the advantages of HR Accounting.
- 6. Write a note on the scope of HR Audit.

#### Section C

<b>Part – A (Multiple Choice Questions)</b>						
1	Lew	in's description of the proce	ss of	change ir	volvesas one of the steps.	
	Α	Unfreezing		В	Reminding	
	С	Unfollow		D	Remembering	
2	Wha	at is the full form of 'HRP' i	n con	text of H	uman Resource management?	
	Α	Human Resource Panel		В	Human Resource Popularity	
	С	Human Risk Planning		D	Human Resource Planning	
3	Whi	ch among the following is N	JOT a	n interna	l source of recruitment?	
	Α	Promotion	В	Transfei		
	С	Employment Exchange	D	Respons	e of employees to a notified vacancy	
4	Whi	ch among the following is N	JOT a	type of i	nduction/orientation Programme?	
	Α	Follow-up Induction Progr	amme	e B	Specific Orientation Programme	

C General Induction Programme D Good-will Induction Programme

5	Perf	ormance Appraisal is useful for:		
	Α	Decision on salary increment	В	Decision on promotion
	С	Both A & B	D	None of these
6	'Fea	r Motivation' is also known as:		
	Α	Positive Motivation	В	Extra Motivation
	С	Extreme Motivation	D	Negative Motivation
7	ERC	G Theory of motivation includes:		
	Α	Existence needs	В	Relatedness needs
	С	Both A & B	D	None of these
8			onne	l and their background (name, age,
	qual	ifications, experience, skills etc.).		
	A	Personnel invention	В	Personnel inventory
	С	Punishment inventory	D	Pure inventory
9	App	roaches or Methods of HR Valuation	nclu	ides:
	Α	Annual Cost Memory	В	Actual Cost Method
	С	Appropriate Cost Memory	D	Available Cost Method
10				attracting and selecting individuals for
	posi	tions in a way that will facilitate the ad	chiev	vement of organisational goals.
	Α	Staffing	В	Off-the-job Training
	С	Performance Management	D	On-the-job Training

#### Part - B (Do as Directed)

- 1 Define HRM.
- 2 What is the full form of HRIS?
- 3 Define Recruitment.
- 4 What is Induction Training? Answer in two sentences.
- 5 Define Performance Appraisal.
- 6 Define Counseling.
- 7 Define Motivation.
- 8 State any two advantages of Human Resource Information System.
- 9 Define Human Resource Accounting (HRA).
- 10 State any two objectives of HR Audit.

Course	:	BBAAT	Date	:	27-Dec-2019
Subject Code	:	BBAAT - 304	Time	:	11:00am to 02:00pm
Subject Name	:	Management Information System	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

#### Answer the following (Attempt any three)

- Discuss the Model of the MIS plan 1.
- Describe the critical applications of the business important to the industry's 2. performance.
- 3. What do you understand by information system level? What are the stages of establishing MIS?
- 4. Discuss about the characteristics of MIS in detail.
- Describe six types of database models with the help of diagrams. 5.

#### Section B

#### Answer the following (Attempt any four)

Write short notes on Open loop system and Closed loop system 1.

- What is Management Information System? Explain with the help of the various 2. definitions provided in the unit.
- Differentiate between MIS Vs Data Processing 3.
- Explain the development of Long-Range Plans of the MIS, including the contents of 4. MIS.
- 5. Explain about Personnel management systems
- Write short note on Semi-structured decision type with example. 6.

#### Section C

#### Part – A (Multiple Choice Questions) (10)

1 MIS, which meets the five elements of usability ,is a critical ingredient to an organization's \_planning efforts. A short-and long-range B long range D None of these С short range 2 Management also should ensure that managers and staff receive initial and ongoing in MIS. A Information **B** Training C System D None of these All managers are supposed to abide by the code formulated by \_\_\_\_ 3

- A AIMA **B** AMIA
- C AMAI

D None of these

(30)

(20)

4		back bone of any organization is		
	Α	Information	В	Employee
	С	Management	D	Capital
5	The	flow of information through MIS is		
	Α	need dependent	В	organization dependent
	С	information dependent	D	management dependent
6	Inter	rnal information for MIS may come fro	om a	any one of the following departments
	Α	Production department	В	HR department
	С	Marketing department	D	Customers care department
7	MIS	normally found in a manufacturing or	gan	ization will not be suitable in the
	Α	Banking Sector	В	Service Sector
	С	Agriculture Sector	D	All of the Above
8		details are given by Management t	o M	arketing Service System.
	Α	Customer	В	Employee
	С	Supplier	D	None
9		are known by their performance	e an	d not just their educational
	qual	ifications.		
	Α	Manager	В	Employee
	С	Owner	D	None of these
10				nformation system development based
	on tl	he organization structure and its inform	natic	on need.
	Α	1968	В	1989
	С	1977	D	1964

#### Part – B (Do as Directed)

- 1 What is MIS?
- 2 Information system is as new as recorded human history. (TRUE/FALSE)
- 3 DSS stands for Decision Supports Systems (TRUE/FALSE)
- 4 In a system, the different components are connected with each other and they are Interdependent. (TRUE/FALSE)
- 5 IRM = Internal Resource Management (TRUE/FALSE)
- 6 The objectives of MIS are derived from the \_\_\_\_\_\_objectives.
- 7 A database is defined as an integrated collection of data stored at one place for efficient processing of information.
- 8 TPS Stans for Transection Process System (TRUE/FALSE)
- 9 Organizations compete through the goods or services and through people, their ideas and the available natural resources. (TRUE/FALSE)
- 10 Every group or organization should have an objective or a set of objectives, which will serve as their ultimate goal. (TRUE/FALSE)

Course	:	BBAAT	Date	:	28-Dec-2019
Subject Code	:	BBAAT - 305	Time	:	11:00am to 02:00pm
Subject Name	:	Airport Business	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

	Answer the following (Attempt a	ny three)		(30)				
1.	Explain Airport Ramp Handling Se	rvices?						
2.	Discuss the scope of 21 <sup>st</sup> Century A	irport Busi	ness?					
3.	Elaborate various Sources of Airpo	rt Revenue	s?					
4.	Critically analyze the Airport Oper-	ational Serv	vices?					
5.	Evaluate the need of Performance I	ndicator of	Airports worldwide?					
		Section	В					
	Answer the following (Attempt a			(20)				
1.	Elaborate commercial opportunities	-	s in India					
2.	Explain the concept of Duty Free S	-						
3.	Write short note on Profitability M		irport					
4.	Discuss the term – Passenger Facili							
5.	What are components of identifying		-					
6.	Explain ICAO & IATA views of A	irport Char	ges?					
		Section		(10)				
1		-	oice Questions)	(10)				
1	All aeronautical charges are levied	В	IATA					
	A Airport C IACO	Б D	BCA					
2	WLU stands for	D	BCA					
Z	A Workers' Labour Union	В	West London Union					
	C Work Load Unit	Б	Worker's Load at Unit					
3	Hanger fee is	D	worker's Load at Unit					
3	A Traditional Charges	В	Professional Charges					
	C User Charges	D	Parking Charges					
4	Two major inputs of Airport Costs		Farking Charges					
4	A Labour & Infrastructure	B	Labour & Capital					
	C Airlines & Labour	D	Labour & Regulations					
5	Heathrow Airport is in	D	Labour & Regulations					
5	A Dublin	В	France					
	C London	D	Italy					
	C LUIUUII	D	nary					

6	Airp	oort Business globally grown during la	ist	
	Α	30 Years	В	25 Years
	С	10 Years	D	15 Years
7	BA	A was established in		
	Α	1956	В	1966
	С	1946	D	1976
8	Can	ton Airport is situated in		
	Α	Combodia	В	Paris
	С	Zurich	D	Milan
9	ATI	M in Airport Business Stands for		
	Α	Air Transport Movements	В	Air Transfer Movements
	С	Air Traffic Movements	D	Air Travel Movement
10	Don	nestic Airlines in India regulate free ba	agga	ge allowance per passenger up
	Α	25KG	В	35KG
	С	40KG	D	30KG

#### Part - B (Do as Directed)

(10)

to

#### State Weather the Following Statement are True or False

1 European Airports in 1993 experienced growth of passengers

2 Non aeronautical revenues includes fuel surcharge

3 Present Trend of Airport is Privatization for revenue generation

4 Passenger service Charge includes using airport facilities

5 Airport operates duty free shop

6 Catering facilities are a joint venture at Airports

7 Airport Authority of India was established in 1976

8 Productivity of capital employed is a key indicator for profitability

9 Most Airports in India are not self accounting units

10 Congestion related pricing is more popular in Airline Business Model

Course	:	BBAAT	Date	:	29-Dec-2019
Subject Code	:	BBAAT - 306	Time	:	11:00am to 02:00pm
Subject Name	:	Airline Marketing	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

(30)

- Answer the following (Attempt any three) Explain the segmentation of the airfreight market.
- 2. Discuss the fundamentals of the business model.
- 3. Explain the important considerations in product analysis.
- 4. Explain the brand-building in the Airline Industry.
- 5. Write a note on Airline Advertising.

1.

#### Section B

#### Answer the following (Attempt any four)

1. Explain the process of overcoming the Over-optimism in airline business plan.

- 2. Discuss the concept of pricing response and pricing initiatives.
- 3. Explain the types of distribution channel.
- 4. Write a note on positioning brands.
- 5. What is a Relationship Marketing? Explain.
- 6. Explain the extended marketing mix.

#### Section C Part – A (Multiple Choice Questions)

(10)

(20)

In Consumer Marketing, it is usually possible with confidence to target 1 the\_ Marketer Α **B** Supplier C Individual D None of the above 2 Porter was originally an\_\_\_ before he specialized in strategy. A Economist **B** Psychologist D None of the above С Physicist 3 From the following which one is the objective for every airline to be in the business by way of adopting effective marketing strategies? A Grow airlines presence in key Build on market leading position В global cities. globally Meet every customer's needs D All of the above С 4 In Airline Marketing, an often very informative use of the\_\_\_\_\_ \_\_ is to relate it to An airline's route network. A Ansoff Matrix **B** Boston Box C Porter Five Forces Model D None of the above

5	com	Fares can be booked at any muter a seat on a particular flight.	time	. They do not, although, guarantee the
	A	Advanced Purchase	В	Preferential
	С	Standby	D	Maximum Stay Conditions
6	GDS	S stands for:		
	Α	Ground Distribution System	В	Global Distribution System
	С	Global Data System	D	None of the above
7		refers to extending the engage	geme	ent with the customer beyond the
	fligł	nt hours.		
	Α	Brand Expression	В	Brand Experience
	С	Brand Externalities	D	Brand Expectation
8	A fr	equent flyer program (FFP) is a		program offered by many
	airli	nes.		
	Α	Special	В	Loyalty
	С	Regular	D	None of the above
9		is used to describe a situat	ion v	whereby a firm has its name associated
	with	an event, a team or a competitor, in e	xcha	inge for money.
	Α	Sales Promotion	В	Advertising
	С	Sponsorship	D	None of the above
10	The	7-Ps model was proposed by		
	Α	Philip Kotler	В	Christopher Lovelock
	С	Booms Britner	D	None of the above

#### Part – B (Do as Directed)

(10)

#### State whether the following statements are true or false:

- 1 It is a truism to say that all Customers are different.
- 2 Modern airlines were only interested in the undemanding task of moving goods on an airport-to-airport basis.
- 3 The inscription of classical economists suggests that firms should be viewed as imbalanced entities.
- 4 Advertising and promotional work can be used to gain market share, or competitive pricing can be employed.
- 5 Advanced purchase rules are still sometimes applied to discount fares.
- 6 Air Asia has developed brands in airfreight based on time-definite deliveries and different segments of the market.
- 7 In developing a brand-building policy, airlines must first decide on the basis, which will be used for brand expansion.
- 8 Fundamental to a cost-effective programme is the question of the control of capacity.
- 9 The nature of the marketing task in any particular year will also need to be considered.
- 10 With pricing policy, the future is unlikely to see greater rigidity in airline pricing structures.

:	BBAAT	Date	:	30-Dec-2019
:	BBAAT - 307	Time	:	11:00am to 02:00pm
:	FLT Operation Management	Duration	:	03 Hours
		Max. Marks	:	70
	•	•	: BBAAT - 307 Time : FLT Operation Management Duration	BBAAT - 307Time: FLT Operation ManagementDuration

#### Section A

(30)

(20)

(10)

# Answer the following (Attempt any three)

- 1. What is deregulation? What is the impact of deregulation over U.S Airline?
- 2. Discuss the Stages for planning of ground staff.
- 3. Explain general requirements for Licensing of Aircraft Maintenance Engineer.
- 4. Explain the functions of ground handling.
- 5. What are the actions to be taken after acquisition of Aircraft?

#### Section B

#### Answer the following (Attempt any four)

- 1. Write the merits and demerits of hydrant system.
- 2. What is Consumer oriented Marketing Concept?
- 3. Explain various types of In-Flight Airframe Icing Accidents.
- 4. What is Hub-and-Spoke Scheduling?
- 5. Explain Causes of Reduced Visibility.
- 6. How Regional air carriers are classified?

#### Section C Part – A (Multiple Choice Questions)

1	AM	E stands for		
	Α	Aircraft Maintenance Engineer	В	Annual Maintenance Engineer
	С	Aircraft Monthly Expenses	D	Annual Maintenance Expenses
2	From	n the following which applicant shall	com	plete all the training?
	Α	Flight Crew	В	Cabin Attendants
	С	Flight dispatcher	D	All of the above
3	Pass	enger should not be allowed within th	e	
	Α	Airport	В	Fueling zone
	С	Passage	D	Aircraft
4	Toda	ay's airlines and airports are not facing	g	pressure.
	Α	Cash	В	Cleanness
	С	Cost	D	All of the above

5	Registration prefix of India is		
	A VT	В	TF
	С РК	D	HR
6	Supplying fuel by truck is more suitable f	or	
	A Big Airports	В	Small Airports
	C Medium Airports	D	None of the above
7	The effect is an important factor af	fecti	ng schedule actions.
	A Table Zone	В	Theater Zone
	C Time zone	D	All on the above
8	"Ground handling" will include		
	A Facilities	В	Equipment
	C Personnel	D	All of the above
9	DGCA stands for:		
	A Director General of Civil Aviation	В	Director General of Civil
			Annotation.
	C Director General of Criminal	D	Deputy General of Civil Aviation
	Aviation		
10	APUs Stands for:		
	A Aircraft Power Units	В	Auxiliary Power Units
	C Additional Power Units	D	None of the above

#### Part – B (Do as Directed)

(10)

- 1 The request for renewal of the permit should be made at least 30 days before the expiration date.
- 2 The ground handling workloads are naturally represented as work task.

State whether the following statements are true or false

- 3 Staff scheduling is usually carried out in several stages.
- 4 The distribution of fuel storage into aero planes on the airports may be executed in two ways
- 5 GPUs Stands for Ground power Units
- 6 The workforce of airports and ground handling companies is only made up of parttime employees.
- 7 Flight crewmembers only have 4 hours of rest in a day.
- 8 Vehicle must be left running unnecessarily in the fueling zone.
- 9 Indigo and Spice jet which offer high budget travel to places with in India and also abroad.
- 10 Regional air carriers are classified on their Monthly Gross Revenue

Course	: BBAAT	Date	:	31-Dec-2019
Subject Code	: BBAAT - 308	Time	:	11:00am to 02:00pm
Subject Name	: Aviation Hazards	Duration	:	03 Hours
		Max. Marks	:	70

#### Section A

	Ans	wer the following (Attempt any three	ee)		(30)			
1.	How do small hail stones change into large hail? Explain how it causes more							
	dam	age to a flying aircraft than a parked a	aircra	.ft.				
2.		y is loss of communications under dition?	IFR	condition more serious than VFR				
3.	Wha	at is importance of IFR training for pil	lots?					
4.	Wha	at are types of devices presently being	used	by airports to prevent birds hazards?				
5.	Wri	te the procedures for opening and clos	sing f	light plans.				
			tion	В				
		wer the following (Attempt any fou			(20)			
1.		at are the details shown on a weather o		and who uses them ?				
2.	-	lain the purpose of global position sys						
3.	-	lain the problems related with fix land		gears.				
4.	-	lain the explosive detection technolog						
5.		at is pressurization? Why it is necessa	-					
6.	Wha	at is thunderstorm? Explain the condit	ions	from which it is created ?				
		Sec	tion	С				
		Part – A (Multiple	e Cho	pice Questions)	(10)			
1	Whi	ch definition best describes a HAZAF	RD?					
	А	Something that has the potential to	В	A dangerous condition that can				
		become dangerous		lead to mishaps				
	С	Damages, injury, loss, or	D	The point in a situation in which				
		performance reduction because of an incident		the accident occurs				
2	Whi	ch situation is a HAZARD?						
	Α	Poisonous deicer spray	В	Poisonous deicer spray being				
				breathed by a passenger on an aircraft				
	С	Poisonous deicer spray breaching an aircraft	D	A passenger suing company from breathing deicer				
3	Whi	ch situation is NOT a HAZARD?						
	А	A laser being pointed into an aircraft's cockpit	В	Deicer spray breaching the aircraft cabin				
	С	Security scanners not detecting properly	D	An aircraft flying into a radio tower				

4	Which of the following is most commonly	y list	ed as a root cause of safety incidents?	2
	A Lack of communication	В	Lack of knowledge	
	C Lack of assertiveness	D	Lack of resources (such as tools,	
			equipment, etc.)	
5	Which is an example of a risk control?			
	A Something that has the potential to	В	The point in a situation in which	
	cause injury/damage/loss		safety control is lost	
	C Damages, injury, loss, or	D	The point in a situation in which	
	performance reduction because of		the accident occurs	
	an incident			
6	Which is the primary characteristic or "ma	arke	" of A RISK:	
	A Not dangerous without human	В	"Damages done"	
	interaction			
	C Loss of safety control	D	Penalties	
7	Which of the following mottos is good to			
	A Trust but double check	В	Constant hyper-vigilance	
	C There's no problem so complex	D	Mix ignorance with arrogance at	
	that it can't be blamed on the pilot		low altitudes and the results are	
			bound to be spectacular	
8	Identifying new HAZARDS is primarily t	he re		
	A Front line employees	В	Safety management	
0000	C All Employees	D	Company managers	
9	Which situation is A RISK?	_		
	A Flying too close to a flock of birds	В	Hitting the flock of birds	
	C Bird(s) flying through the	D	A flock of birds flying near an	
10	windshield		airport	
10	The greatest factor in reducing RISK likel			
	A Following procedures	В	Company policies	
	C Knowledge and experience	D	Situational awareness	
	Part - B (Determine the second seco	) as ]	Directed)	(10)
1	Define The following			
1	Turbulence			
2	Volcanic Ash			
3	Transponder			

- Transponder
- 4 Wing Flaps
- 5 Bar Coding
- Float Plane
- 6
- 7 Float Plane
- 8 Obstacle Free Area
- 9 Runway Excursion
- 10 Altitude Sickness

Course	:	BBAAT	Date	:	01-Jan-2020
Subject Code	:	BBAAT - 309	Time	:	11:00am to 02:00pm
Subject Name	:	Aviation Physiology	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

# Answer the following (Attempt any three)(30)Explain the interline agreements.What are the components of flight safety manual.What are the symptoms and prevention for middle ear block.What are the main reasons for reduction in dark adaptation capacity of retina.Explain the importance of pilots attitude to flying.

#### Section B

	Answer the following (Attempt any four)	(20)
1.	Explain any 5 airlines with their CRS.	

- 2. Explain airline certification.
- 3. Briefly describe basic human anatomy.
- 4. What are the basic food components.
- 5. Briefly describe the troposphere.
- 6. What is space myopia.

1.

2. 3.

4.

5.

1

# Section C Part – A (Multiple Choice Questions) (10) Susceptibility to carbon monoxide poisoning increases as: A Altitude increases B Altitude decreases

**B** Altitude increases

- C Density increases
- C Delisity increases
- 2 Pilots are more subject to spatial disorientation if:-
  - A They are susceptible to hypoxia B Altitude increases
    - C Visuals cues are taken away, as they are in instrument meteorological conditions.

#### 3 Pilots are more subject to spatial disorientation if:-

- A They have asthma
- C Body signals are used to interpret flight altitude
- 4 Large accumulations of carbon monoxide in the human body result in:-
  - A Loss of hair

- B Emotional tension, anxiety or fear
- C Loss of muscular power

ear
1 as:-
cui
ear

#### Part – B (Do as Directed)

- Write the full form of the following:-ECG
- 1
- 2 CRM
- 3 CNS
- 4 ISA
- 5 EPT
- 6 DCS
- 7 DGCA
- 8 OTC
- 9 AA
- 10 EMR

Course	:	BBAAT	Date	:	02-Jan-2020
Subject Code	:	BBAAT - 310	Time	:	11:00am to 02:00pm
Subject Name	:	Passenger Behaviour	Duration	:	03 Hours
			Max. Marks	:	70

#### Section A

		non	1 1				
	Answer the following (Attempt any three)						
1.	Explain the psychological symptoms of aviophobia. List the other phobia's which						
	may trigger aviophobia ?						
2.	Explain the mood disorders and suicide a	ttemp	pts.				
3.	List the reasons why particular passenger	s mig	ght ignore safety briefings.				
4.	Explain the Hijacking patterns.						
5.	Explain the aircraft rides with reference to	o the	refusal of carriage ?				
	Sec	tion	В				
	Answer the following (Attempt any fou			(20)			
1.	What are the adverse effects of ultra viole						
2.	What are the ways of entertainment for th						
3.	Explain the physical issues that occurred						
4.	Explain the passengers responses to emer	-					
5.	What are culture shock and reverse cultur						
6.	Explain the importance of aeroplane disi						
		tion					
	Part – A (Multiple	e Ch	oice Questions)	(10)			
1	ASM stands for						
	A All Seat Miles	В	All Seat Passenger Miles				
	C Available Seat Miles	D	Available Seat Passenger Miles				
2	The main goal of yield management is to:						
	A Offer a high number of Revenue	В	Offer a high number or Available				
	Passenger Miles (RPM)		Seat Miles (ASM)				
	C Maximize profit through a mix of	D	1 0				
~	fares		possible fares				
3	The 'Load Factor' is:						
	A The total number of passengers boo		The second				
	B The total number of available seats						
	C The ratio of available seat miles an						
	D The sum of available seat miles and						
4	When agreeing to a pooling arrangement,						
	A Create a grid network and serve the						
	B Share all resources and revenues on						
	C Create a joint venture with the goal						
	D Attempt to reach as many destination	ns as	possible by sharing codes on each				
	other's services						

5	Whi	ich of the following is a major airline a	llian	ice?					
	Α	Sky Service	В	StarTeam					
	С	New World	D	SkyTeam					
6	A 's	slot' is:							
	Α	A space of check-in counters at an	В	A point in time where an airline has					
		airport		the right for one take-off or one					
				landing at an airport					
	С	A door on the aircraft's hull to load	D	The air bridge that connects the					
		and unload cargo		aircraft to the terminal building					
7	Mer	mbers of the International Air Transport	rt As	sociation (IATA) are:					
	Α	The governments of most countries	В	The CEOs of most airlines					
	С	Most of the world's airlines	D	All scheduled airlines					
8	Whi	ich of the following are indicators of ai	irline	e performance?					
	Α	Load factor	В	On-time performance statistics					
	С	Revenue passenger miles	D	All of the above					
9	Sch	eduled airlines are defined by offering							
	Α	Rentals of planes for specific	В	Air links according to a published					
		purposes		schedule					
	С	Only point-to-point services	D	Ad-hoc charter services					
10	The	eighth freedom of the air (right for cal	ootag	ge) is defined as the right of an airline					
	to:								
	Α	Operate between two points in a	В	Carry back passengers from a					
		country other than the country it is registered in		foreign country to the country it is registered					
	С	Operate entirely outside the country	D	Stop in another country for					
		in which it is registered in carrying		technical reasons, but not to pick up					
		passengers between two other		or drop off passengers					
		countries							
	Part – B (Do as Directed)								

# Match the pairs for passenger behavior in Flight Journey

	A	В
1	Thromboembolism	lack of blood flow in
	legs	
2	Нурохіа	Decreasing cabin air
	pressure	
3	Low humidity	Snow Blindness
4	Motion Sickness	Severe turbulence
5	Jet lag	Medical Assistance
6	Heavy Smokers	To kill the insects
7	Disinfection	Irritability & fatigue
8	First-aid kits	Desynchronosis
9	Gas expansion	Lack of Oxygen
10	Exposure to UV radiation	Skin Dryness

Course	:	BBAAT	Date	:	03-Jan-2020
Subject Code	:	BBAAT - 311	Time	:	11:00am to 02:00pm
Subject Name	:	International Tourism	Duration	:	03 Hours
		Management	Max. Marks	:	70

#### Section A

Answer the following (Attempt any three) (30)1. What are the functions of a Travel Agency? Explain in detail. Discuss the Special Features of Tourism Marketing. 2. 3. Explain various categories of accommodation in detail. 4. Explain the different modes of transport in detail. 5. Write a note on World Tourism Organization. Section B Answer the following (Attempt any four) (20)1. Explain the concept of Incentive Travel. 2. Explain the benefits of use of statistics in tourism planning. Write a short note on Travel Motivations. 3. 4. Why sustainable development is important in tourism planning? Explain . 5. Write down the Basic Elements of Tourism. 6. Discuss the Components of Tourism in detail. Section C Part – A (Multiple Choice Questions) (10)Which of the following are the mode of transport? 1 A Air B Rail С Road D All of the above 2 The United Nations Conference on Tourism held in \_\_\_\_ \_\_\_\_\_ in the year 1963.

 A
 New York
 B
 Berlin

 C
 Rome
 D
 Paris

 3
 \_\_\_\_\_\_as a "person who travels for travelling, out of curiosity and because he has nothing better to do".
 A

 A
 Persons
 B
 Tourist

CFirmsDAll of the aboveMarketing mix incorporatescore variables.AFourBSixCEightDTenWATA stands for:Korld Association of TravelBWorld Association of TouristAWorld Association of TravelBWorld Association of TouristAgenciesAgenciesAgencies

C World Association of Tourism D None of the above

4

5

Agencies

6	3 <b></b>	provides the possibility of exchan	iging	photocopies through a data network.
	Α	Teletex	В	Telecopy
	С	Telebox	D	None of the above
7	Whi	ch of the following are the categories	of bi	usiness tourism?
	Α	Attending a Corporate Meeting	В	Attending an Associate Conference
	С	Both A & B	D	None of the above
8	The	principal users of computers in the tra	vel i	ndustry are
	Α	Airlines	В	Hotels
	С	Travel Retailing	D	All of the above
9		can be defined as those factors th	nat ci	eate a person's desire to travel.
	Α	Travel Motivators	В	Travel Leaders
	С	Travel Managers	D	None of the above
10	ETC	c stand for		
	Α	European Tourist Commission	В	European Travel Commission
	С	European Tourist Committee	D	European Travel Committee

#### Part – B (Do as Directed)

(10)

#### State whether the following statements are true or false:

- 1 Accommodation plays a central role and is very basic to tourist destinations.
- 2 Incentive Travel is being used by only large corporations around the world.
- 3 Market segmentation is one of the important functions of marketing.
- 4 The systematic measurement of tourism began very long ago ETC stands for European Tourist Commission.
- 5 The agent's role in handling a client is very important. Once a client enters the agency it becomes necessary for an agent to anticipate his needs and requirements.
- 6 The commercial jet air travel, however, was pioneered by Canada.
- 7 A country's ability to generate tourism is related to its social, political and economic Character.
- 8 The Concept of Marketing Mix was given by F.W Taylor.
- 9 Accommodation can be categorized by location, price, by type of visitors and by type of facilities.
- 10 The role of road transport is becoming important in the development of international tourism.

# 9. Forms and Enclosures



# Dr. Babasaheb Ambedkar Open University

(Established by Government of Gujarat) 'Jyotirmay' Parisar, Opp. Shri Balaji Temple, Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481 E-mail: <u>kmro@baou.edu.in</u> Website: <u>www.baou.edu.in</u>

#### **APPLICATION FORM FOR ISSUE OF DUPLICATE I-CARD**

1.	NAME :
2.	COURSE : SEMESTER/YEAR :
3.	ENROLLMENT NOCENTER CODE :
4.	STUDENT ADDRESS :
5.	FEE DETAILS : (The fee for Duplicate I-Card is Rs.25/- which is to be paid through

Date :....

#### (Signature of Applicant)

The Filled in form with the requisite fees is to be sent to :-

#### Vocational and Professional Department,

Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Ahmedabad-382481.



# Dr. Babasaheb Ambedkar Open University

(Established by Government of Gujarat) 'Jyotirmay' Parisar, Opp. Shri Balaji Temple, Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481 E-mail: <u>kmro@baou.edu.in</u> Website: <u>www.baou.edu.in</u>

#### APPLICATION FORM FOR ISSUE OF TRANSCRIPT

1.	NAME :
2.	COURSE : SEMESTER/YEAR :
3.	ENROLLMENT NOCENTER CODE :
4.	STUDENT ADDRESS :
5.	PURPOSE :
6.	FEE DETAILS : (The fee for 5 Copy Transcript is Rs.500/- which is to be paid through
	Demand Draft in favour of 'Dr. Babasaheb Ambedkar Open University' Payable at
	Ahmedabad or Cash at Dr. BAOU Campus.)
	Demand Draft No. : DD Date :
	Issuing Bank :
	Date : (Signature of Applicant)
	Date : (Signature of Applicant) The Filled in form with the requisite fees is to be sent to :-
	The Filled in form with the requisite fees is to be sent to :-
	The Filled in form with the requisite fees is to be sent to :- Exam Department,
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University,
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Ahmedabad-382481.
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Ahmedabad-382481. Require Documents (Compulsory):
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Ahmedabad-382481. Require Documents (Compulsory): 1. Marksheet Xerox
	The Filled in form with the requisite fees is to be sent to :- Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway, Ahmedabad-382481. Require Documents (Compulsory): 1. Marksheet Xerox 2. Degree Certificate Xerox



# Dr. Babasaheb Ambedkar Open University

(Established by Government of Gujarat) 'Jyotirmay' Parisar, Opp. Shri Balaji Temple, Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481 E-mail: <u>kmro@baou.edu.in</u> Website: <u>www.baou.edu.in</u>

#### APPLICATION FORM FOR ISSUE OF MIGRATION CERTIFICATE

1.	NAME :
2.	COURSE : SEMESTER/YEAR :
3.	ENROLLMENT NOCENTER CODE :
4.	STUDENT ADDRESS :
	PIN NO. :
5.	PURPOSE :
6.	FEE DETAILS : (The fee for Migration Certificate is Rs.100/- which is to be paid through
	Demand Draft in favour of 'Dr.Babasaheb Ambedkar Open University' Payable at
	Ahmedabad or Cash at Dr. BAOU Campus.)
	Demand Draft No. : DD Date :
	Issuing Bank :

Date :....

(Signature of Applicant)

The Filled in form with the requisite fees is to be sent to :-Exam Department, Dr. Babasaheb Ambedkar Open University, Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.

#### **Require Documents (Compulsory):**

- 1. Marksheet Xerox
- 2. Degree Certificate Xerox
- 3. Passport Size Photo



# Dr. Babasaheb Ambedkar Open University

(Established by Government of Gujarat) 'Jyotirmay' Parisar, Opp. Shri Balaji Temple, Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481 E-mail: <u>kmro@baou.edu.in</u> Website: <u>www.baou.edu.in</u>

#### **APPLICATION FORM FOR ISSUE OF BONAFIDE CERTIFICATE**

1.	NAME :
2.	COURSE : SEMESTER/YEAR :
3.	ENROLLMENT NOCENTER CODE :
4.	STUDENT ADDRESS :
	PIN NO. :
5.	PURPOSE :
6.	FEE DETAILS : (The fee for Bonafide Certificate is Rs.50/- which is to be paid through
	Demand Draft in favour of 'Dr.Babasaheb Ambedkar Open University' Payable at
	Ahmedabad or Cash at Dr. BAOU Campus.)
	Demand Draft No. : DD Date :
	Issuing Bank :

Date :....

(Signature of Applicant)

The Filled in form with the requisite fees is to be sent to :-

Vocational and Professional Department,

Dr. Babasaheb Ambedkar Open University,

Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.

	પરિસર, શ્રી બાલાજી મંદિર સામે, સર દાવાદ-382 481 <i>,</i> રોન : (02717) 297170 -mail : <u>feedback@baou.edu.in</u> Websit	<b>ફેકરા</b> ∶ (02717) 297144
ι	<b>૫દવી પ્રમાણપત્ર મેળવવા મા</b> ઠે (પાછળ દર્શાવેલ સુચનાઓ ઘ્યાનથી વાંચ્ય	0
પ્રતિ, કુલસચિવશ્રી, ડૉ. બાબાસાહેબ આંબેડકર અં અમદાવાદ – 382 481	ોષન યુનિવર્સિટી,	
શ્રીમાન,		
હું (નામ)		ડિગ્રી પ્રોગ્રામ
		ી પેટે રૂા 110/- રોકડા/ડિમાન્ડ ડ્રાફ્ટ નંબર
		તા.
~ ~ ~	ાથે મેં અભ્યાસ	ક્રમ ઉત્તીર્ણ કર્યાના ગુણપત્રકની પ્રમાણિત ઝેરોક્ષ
તકલ સામેલ કરેલ છે.		
	રે વિદ્યાર્થીએ કોઈ એક વિકલ્પની પસંદગી	
	દવીદાન સમારંભમાં ઉપસ્થિત રહી મેળવ	
મને ડિગ્રી પ્રમાણપત્ર	ફોર્મમાં દર્શાવેલ સરનામે મોકલી આપવા	ાવનતા.
સળ :		આપનો/આપની વિશ્વાસ્
યારીખ :		આવેળા/આવેળા વિત્વાસુ
		()
		()
(1	નીચેની વિગતો અરજદારે મોટા અને સ્વ	ચ્છ અક્ષરોમાં ભરવી)
,		
તામ :		પિતા/પતિનું નામ
	<u>નામ</u>	<u>ાયતા/યાત્ત્યુ નાન</u>
<u>અટક</u> નામ ·		
	(અંગ્રેજી કેપિટલ અક્ષરોમાં માર્ક	શીટ મજબ)
 ૫મ :	(અંગ્રેજી કેપિટલ અક્ષરોમાં માર્ક	શીટ મુજબ)
 ૫મ :		શીટ મુજબ)
 નામ :		શીટ મુજબ)
તામ :	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક 	 ા કોડ નંબર :
નામ :	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક પિન પિન મોળ	·····
તામ :	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક 	 ા કોડ નંબર :
તામ :	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક પિન પિન મોળ	ા કોડ નંબર : માઈલ :
નામ : કાયમી રહેઠાશનું સરનામું : કોન નં : S–મેઈલ :	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક  પિન  મો	ા કોડ નંબર : માઈલ :
તામ : કાયમી રહેઠાશનું સરનામું : કોન નં : ડ–મેઈલ : બભ્યાસક્રમનું નામ	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક  પિન  મો	ા કોડ નંબર : માઈલ :
તામ : કાયમી રહેઠાશનું સરનામું : ફોન નં : ડ–મેઈલ : બભ્યાસક્રમનું નામ તોંધણી નંબર	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક ા િ પિન મોળ અભ્યાસક્રમની વિગત : 	ા કોડ નંબર : માઈલ :
તામ : કાયમી રહેઠાશનું સરનામું : શેન નં : ડ−મેઈલ : બભ્યાસક્રમનું નામ તોંધણી નંબર ારીક્ષા સત્ર	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક ા િ પિ પિ ગોળ અભ્યાસક્રમની વિગત :	ા કોડ નંબર : માઈલ :
તામ : કાયમી રહેઠાશનું સરનામું : કોન નં : ડ–મેઈલ : બભ્યાસક્રમનું નામ તોંધણી નંબર ારીક્ષા સત્ર માર્કશીટ નંબર	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક િ િ િ િ ે ે ે ે ે ે ે ે બ્રાન્યુઆરી–ફેબ્રુઆરી-20 ે ે ે ે ે ે ે ે ે બ્રાર્ટ્સ ે પિર કેપિટલ અક્ષરોમા માર્ક પિર કેપિટલ અક્ષરોમા માર્ક પિર કેપિટલ અક્ષરોમા કે બ્રિપ્ટ અભ્યાસક્રમની વિગત કે ે ે ે ે ે ે ે ે ે ે ે ે ે ે ે ે ે ે	ા કોડ નંબર : માઈલ : ા  16 જૂન–જુલાઈ-2016
તામ : કાયમી રહેઠાશનું સરનામું : શેન નં : ડ−મેઈલ : બભ્યાસક્રમનું નામ તોંધણી નંબર ારીક્ષા સત્ર	(અંગ્રેજી કેપિટલ અક્ષરોમા માર્ક પિન મોળ અભ્યાસક્રમની વિગત : : : : : : : : : : : : : : : : : : :	ા કોડ નંબર : માઈલ : ા  16 જૂન–જુલાઈ-2016

		<b>ગુણ</b> ચકાસણી <b>માટે</b> ૰	ની અરજી	<b>અ૨જી નં</b> (કાર્યાલય માટે)	
ના		સત્રાંત પરીક્ષા : જાન્યુઆરી/જુલાઈ			
નોંધણી નંબર વેદ્યાર્થીનું ના મરનામું	-			]	
	: _				
<b>ફોન નં. (૨ફે</b> .) (એસ.ટી.ડી. કોડ	_	ફોન નં. (ઑ) : (એસ.ટી.ડી. ક્રોડ સાથે)			
મોબાઈલ અભ્યાસક્રમન્ અભ્યાસકેન્દ્ર પરીક્ષાકેન્દ્ર કે જેમાં ગણ ગણ	ુંનામ :_ નુંનામ :_	ດ ດີ ເມຣາຍມີ ·			
	I I I I I I I I I I I I I I I I I I I	પાઠ્યક્રમનું નામ	પાઠચક્ર	મ ગુણપત્રક પ્રમાણે મેળવેલ ગુણ	
		ની નકલ સાથે બિડવી. ાસણી ફી ની વિગત : (ડૉ. બાબાગ્ના ડ્રાક્ટ મોકલવા		યુ નિ વ ર્શિટી, અમદાવાદની તરફેણ નો ડીમા	
	રક્રમ	ડીમાન્ડ ડ્રાફ્ટ નંબર	તારીખ	બેંકનું નામ	
શ્ચળ : _ તારીખ : _			1	અરજી કરનાર વિધાર્થીની સ	
		અરજી નીચેના સરના મ			
				ઓ૫ન યુનિવર્સિટી,	