

**Dr. Babasaheb Ambedkar Open University**

Term End Examination January-2015

<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT-101	<b>Numerical Code: 0377</b>
<b>Subject</b>	: Introduction to Hospitality Management	<b>Total Marks : 70</b>
<b>Date</b>	: 20/01/2015	<b>Time : 11.00 to 02.00</b>

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**Section A (30)****Answer the following (any three)**

1. Write 13 Course menus with accompaniments.
2. Write short note on ethnic restaurant and coffee shop.
3. List down the ten equipments used in bar.
4. Write note on boatel, floatel and motel?
5. Explain Silver service and American service.

**Section B (20)****Answer the following (any four)**

1. Draw the restaurant brigade.
2. Write down the attributes of waiter.
3. Explain Gueridon Service.
4. Explain duty of sommelier.
5. What points to be observed while taking a briefing?
6. Why hospitality plays an important role in the business of service industry?

**Section C****(A) Choose correct answer. (10)**

1. What is Carte du jour?  
(a) A la carte (b) Menu of the day (c) Above both (d) none of above
2. Accompaniments of tomato soup?  
(a) Croutons (b) Bread stick (c) Blinis (d) Grissini
3. Maitre d' hotel in English  
(a) Waiter (b) bar rnan (c) Senior captain (d) head waiter
4. Garde Manger  
(a) Pantry chef (b) Commis (c) Executive chef (d) Sous chef
5. Pool bar comes under which dept?  
(a) F & B Service (b) Front Office (c) House-keeping (d) Food Production

**(B) True/False (10)**

1. Caviar with accompaniments
  2. Rissotto
  3. Wasabi
  4. Foie Crass
  5. Bacon
  6. Salami
  7. Sausages
  8. Roux and its types
  9. Balsamic vinegar
  10. Accompaniments of Sushi
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Term End Examination January-2015

<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT -102	<b>Numerical Code: 0378</b>
<b>Subject</b>	: Communication Management	<b>Total Marks : 70</b>
<b>Date</b>	: 21/01/2015	<b>Time : 11.00 to 02.00</b>

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**Section A (30)**

**Answer the following (any three)**

1. What are the Barriers to effective communication?
2. Discuss development through Distance Learning and Mass Media.
3. What are the informal channels of communication? (Grapevine Communication)
4. Name and explain any one technique of Group Decision Making.
5. Write a letter to insurance company requesting renewal of policy and seeking an increased insurance cover.

**Section B (20)**

**Answer the following (any four)**

1. Communication- meaning, importance and process.
2. David Kolbs Learning Cycle
3. Downward communication and media used for downward communication.
4. Explain any two factors that enhance the quality of a group discussion.
5. Characteristics of written communication.

**Section C**

**(A) Choose correct answer. (10)**

- 1 ... Is the use of symbols to transfer the meaning of information?  
a) Communication b) Definition c) Argument d) Relaxation
- 2 A .... is a naming word.  
a) Noun b) Verb c) Adjective d) Conjunction
- 3 A shelter for a horse is called a..... .  
a) kennel b) stable c) house d) sculpture
- 4 An effective presenter speaks  
a) vaguely b) randomly c) to the point d) indirectly
- 5 The word used to describe "arranged in strata" is ....  
a) strategic b) stratified c) strata d) divide

**(B) Fill in the blanks with appropriate words given in the bracket. (10)**

1. He .....Writing a letter. (is/ am)
  2. They travel..... Bus. (by / below)
  3. The book is..... the table. (into / on)
  4. She ..... fruits. (eat / eats)
  5. The star ..... . (shines/shine)
  6. Slow and steady ..... the race. (win / wins)
  7. .... Old man is coming here. (A / An)
  8. He is hungry..... thirsty. (and / also)
  9. I know him..... 1992. (since / to)
  10. Where ..... you going? (is I are)
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## Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAAT	Numerical Code: 0062
Subject Code	: BBAAT-103	Numerical Code: 0379
Subject	: Principle of Management	Total Marks : 70
Date	: 22/01/2015	Time : 11.00 to 02.00

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### Section A (30)

Answer the following (any three)

1. What is management? Explain its process.
2. Explain Different managerial skill in detail.
3. What is planning? Explain feature of planning.
4. What is decision making? Explain characteristics of decision making.
5. What is organization? Explain importance of sound organization

### Section B (20)

Answer the following (any four)

1. Explain principles of moralization.
2. Explain formal organisation in brief.
3. What is control? Explain importance of control.
4. Explain process to control.
5. What is direction? Explain principles of direction.
6. What is motivation? Explain importance of motivation

### Section C

(A) Choose correct answer. (10)

- 1 Planning is \_\_\_\_\_ steps of management.  
(A) Last (B) Middle (C) First
- 2 Which of the following is not one of the M's of management.  
(A) Morale (B) Machine (C) Money
- 3 \_\_\_\_\_ coined term POSDCORB for function of management.  
(A) Henrey Fayol (B) Luther Gullick (C) F. W. Taylor
- 4 \_\_\_\_\_ is the fundamental function of management.  
(A) Planning (B) Organization (C) Staffing
- 5 \_\_\_\_\_ is the essence of management  
(A) Centralization (B) Co-ordination (C) Delegation
- 6 \_\_\_\_\_ is the oldest form organization  
(A) Line (B) Staff (C) Functional
- 7 Management is an art of getting things done form \_\_\_\_\_  
(A) Other (B) Worker (C) Manager
- 8 \_\_\_\_\_ Skills are important for manager at all levels.  
(A) Technical (B) Human (C) Conceptual
- 9 Communication tequile minimum \_\_\_\_\_ parties.  
(A) Two (B) Three (C) Four
- 10 \_\_\_\_\_ is the last step of management.  
(A) First (B) Middle (C) Last

**(B) True or False/Fill in the blanks/one sentence answer.**

**(10)**

1. "Critical Path Method" is the full form of CPM.  
(a) True                      (b) False
  2. \_\_\_\_\_ steps coming after planning.  
(a) Budget                      (b) Organizing                      (c) staffing
  3. What is formal organization?
  4. What is informal organization?
  5. What is centralization?
  6. What is decentralization?
  7. What is detecting?
  8. What is staffing?
  9. What is co-ordination?
  10. What is controlling?
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**Dr. Babasaheb Ambedkar Open University**

Term End Examination January-2015

<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT -104	<b>Numerical Code: 0380</b>
<b>Subject</b>	: Geography of Tourism	<b>Total Marks : 70</b>
<b>Date</b>	: 23/01/2015	<b>Time : 11.00 to 02.00</b>

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**Section A (30)**

**Answer the following (any three)**

1. Define tourism and explain tourism through the ages
2. Explain the effects on tourism after industrial revolution.
3. Explain cultural and heritage tourism in India.
4. Explain reservation system and travel business.
5. Give brief explanation on Archeological heritage sites in Gujarat. State any five.

**Section B (20)**

**Answer the following (any four)**

1. Explain adventurous travel.
2. Explain classical music.
3. Explain Bharatnatyam dance.
4. Explain Kuchipudi dance.
5. Define aims of tourism and significance of planning.
6. What are the Functions of CRS.

**Section C**

**(A) Choose correct answer. (10)**

- 1 The Devni Muri Stupa contains the relics of  
a. Shiva      b. Krishna      c. Jesus      d. Gautam Buddha
- 2 Tarnetar fair is most celebrated in  
a. Gujarat      b. Maharashtra      c. Goa      d. Rajasthan
- 3 Meenakshi Temple is located at  
a. Madurai      b. Surat      c. Jaipur      d. Amritsar
- 4 Ellora Caves are near  
a. Aurangabad      b. Delhi      c. Kerala      d. Rajasthan
- 5 Sun Temple is the heritage monuments in  
a. Singapore      b. India      c. China      d. Nepal

**(B) One line answers, True or False and Fill in the blanks. Two marks each. (10)**

1. Development of tourism increases income. (True/ False)
  2. Cost factor influence pricing. (True/ False)
  3. Name two religions of India.
  4. Name two dance forms of Rajasthan.
  5. Name two Cuisines of North India.
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**Dr. Babasaheb Ambedkar Open University**

Term End Examination January-2015

**Course** : BBAAT  
**Subject Code** : BBAAT-105  
**Subject** : Basics of Accounting  
**Date** : 24/01/2015

**Numerical Code: 0062**  
**Numerical Code: 0381**  
**Total Marks** : 70  
**Time** : 11.00 to 02.00

**Section A****(30)****Answer the following (any three)**

1. What is accounting? Elaborate the parties interested in the accounting information.
2. On 31<sup>st</sup> December 1998 the following Trial Balance was extracted from the books of Alpha Ltd.:

Particulars	Debit (Rs)	Credit (Rs)
Capital		30000
Drawings	5000	
Debtors & creditors	20000	10000
Loan		9500
Interest on Loan	300	
Cash	2000	
Provision for Bad Debts		700
Stock ( 1-1-98)	6800	
Motor vehicle	10000	
Bank	3500	
Land & building	12000	
Bad debts	500	
Purchase & sales	66000	110000
Returns	8000	1500
Carriage outwards	2500	
Carriage inwards	3000	
Salaries	9000	
Rent & insurance	3000	
Advertising	3500	
Discount		500
General expenses	3400	
B/R & B/P	6000	2000
Rent received		300
Total	164500	164500

Prepare Trading account and p & L account for the year end 31<sup>st</sup> December 1998 and Balance Sheet as on that date taking into account the following;

- (a) Depreciate land & building at 2 ½ % and motor vehicle at 20%.
  - (b) Salaries outstanding Rs 200.
  - (c) Prepaid insurance Rs 200.
  - (d) Provision for Bad debts is to be maintained at 5% on debtors.
  - (e) stock on 31<sup>st</sup> December 1998 was valued at Rs 7000
3. Explain the concept of Depreciation and the features of AS- 6.
  4. Enter the following transactions into a three column Cash Book:  
1998

Jan 1	Started business with cash	Rs 20000
Jan 2	Opened current account with Punjab National Bank	Rs 8000
Jan 3	Bought goods by cheque	Rs 150
Jan 4	received cheque from Rama	Rs 200
Jan 4	Allowed him discount	Rs 10
Jan 5	Sold goods for cash	Rs 40
Jan 7	paid into bank;	
	Cash	Rs 30
	Cheque	Rs 200
		Rs 230
Jan 8	Paid Shyam by cheque	Rs 345
Jan 8	Discount received	Rs 5
Jan 8	Paid carriage by cheque	Rs 180
Jan 10	Drew from bank cash	Rs 200
Jan 30	Paid wages by cheque	Rs 60

5. What is Bank Reconciliation Statement? What are the reasons for discrepancy between the balance as per Cash Book and Pass Book?

## Section B

(20)

### Answer the following (any four)

- What are different types of accounts and explain the rules of debit and credit.
- A firm purchased a second hand plant for Rs 37000 on first January 2003 and immediately spent Rs 2000 on its repairs and Rs 1000 on its erection. On 1<sup>st</sup> July 2004 the firm purchased another plant for Rs 10000 and on 1<sup>st</sup> July 2005 it sold off the first plant bought in 2003 for Rs 28000. On the same date the firm bought a plant for Rs 25000. Depreciation was provided on the plant at 10% per annum on the Original Cost Method on December 31<sup>st</sup> 2003. In the year 2004 the firm changed the method of depreciation and adopted the Written Down Value Method at the rate 15% per annum. Give the plant account for three years starting from 1<sup>st</sup> January 2003.
- What is Trial Balance? What are the objectives of preparing Trial Balance?
- Mr. Nair started his business on 1<sup>st</sup> January 2000. Journalise the following transactions:  
1997  
Jan 1 Started business with a capital Rs 10000  
Jan 18 received cheque from Prakash for Rs 300 and allowed him a discount of Rs 2500  
Jan 18 Sold old machine to Alpha & Co.  
Jan 21 Cash sales Rs 550  
Jan 22 Cash purchases Rs 215  
Jan 30 Rent due to Landlord Rs 150  
Jan 31 interest paid Rs 300
- Write short notes on Capital expenditure and Revenue expenditure.
- What are Subsidiary Books?

## Section C

(A) Choose correct answer.

(10)

- 1 The book of primary entry is called:  
a) Ledger    b) Trial Balance    c) Journal    d) None of them
- 2 Ledger involves:  
a) Recording entries    b) Posting entries    c) Both of them    d) None of them
- 3 \_\_\_\_\_ records goods returned to the suppliers.  
a) Sales Return Book    b) Journal Proper    c) Petty Cash Book    d) Purchase Return Book
- 4 Final Accounts involves the preparation of:  
a) Trading account    b) P & L account    c) Balance Sheet    d) All of the them
- 5 Opening stock appears in;  
a) Trading account    b) Balance sheet    c) Bill Receivable Book    d) Profit & Loss account
- 6 Accounting involves;  
a) Recording    b) Classifying    c) Summarizing    d) All of them
- 7 "Rent paid" belongs to;  
a) Personal account    b) Real account    c) Nominal account    d) None of the them
- 8 Single Column Cash Book includes only;  
a) Discount column    b) Cash column    c) Bank column    d) All of them
- 9 Purchase of building is;  
a) Capital expenditure    b) Revenue expenditure  
c) Capital income    d) None of them
- 10 Statement containing all the information about the differences in the balance as per cash Book and Pass Book is called;  
a) Petty Cash Book    b) Bank Reconciliation Statement    c) Trading account    d) Ledger

(B) True/False, one line answers and fills in the blanks.

(10)

1. There are two types of journal entries: Simple journal entry and Compound journal entry. (True/ False)
  2. \_\_\_\_\_ is the book of secondary entry.
  3. Write the accounting equation.
  4. \_\_\_\_\_ Account is primarily connected with the disagreement of Trial Balance.
  5. What are Bad Debts?
  6. Depreciation gives tax benefits. (True/ False)
  7. Direct expenses appear on the \_\_\_\_\_ side of Trading account
  8. Depreciation is charged on \_\_\_\_\_
  9. Book Keeping is an activity related with the recording of financial data of the business.(True/False)
  10. Goodwill is not an intangible asset. (True/ False)
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<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT - 107	<b>Numerical Code: 0383</b>
<b>Subject</b>	: Business Economics	<b>Total Marks : 70</b>
<b>Date</b>	: 27/01/2015	<b>Time : 11.00 to 02.00</b>

**Section A (30)****Answer the following (any three)**

1. What are the different Branches of Economic studies?
2. Discuss in detail: Law of Demand.
3. Importance of Limitations of Macro-economics: Explain briefly.
4. What is monopoly? Mention main features of Monopoly.
5. Explain Ricardian theory in details.

**Section B (20)****Answer the following (any four)**

1. Modern Theory of population
2. Barter system
3. Short form demand of Long - term demand
4. Law of supply
5. Perfect competition
6. Types of Bank

**Section C****(A) Choose correct answer. (10)**

1. Average cost is a statistical ratio:  
a)  $AC = \frac{\text{Total cost}}{\text{Total output}}$     b)  $AC = \frac{\text{Total cost}}{\text{Total income}}$     c)  $AC = \frac{\text{Total cost}}{\text{Total demand}}$     d) None of above
2. Ricardian Theory of  
(a) income    (b) Demand    (c) Supply    (d) Rena
3. Rent is a payment mode for the use of  
(a) N4anagement    (b) income    (c) supply    (d) land
4. Profit means  
(a) Total income . Total cost    (b) Total cost . total income  
(c) Total demand - Total supply    (d) Total supply . Total demand
5. GATT . An agreement signed at?  
(a) Delhi    (b) Shanghai    (c) Tokyo    (d) Geneva

**(B) Do as directed. (10)**

1. Full form of GATT
2. What is macroeconomics?
3. True or False:
  - a. Under monopoly he / she was full control over supply and price
  - b. Duopoly is a market situation in which there are more than two producers or sellers of an almost identical product.
4. \_\_\_\_\_ is known as the father of economic science.(Adam smith, lord rob - bins)

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Term End Examination January-2015

**Course** : BBAAT

**Numerical Code: 0062**

**Subject Code** : BBAAT-108

**Numerical Code: 0384**

**Subject** : Air Hostess & Cabin Crew Management

**Total Marks** : 70

**Date** : 27/06/2014

**Time** : 11.00 to 02.00

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**Section A**

**(30)**

**Answer the following (any three)**

1. Explain the grooming regulation for cabin crew.
2. What do mean by CPR and how would you administer CPR?
3. Explain the various duties and responsibilities of flight attendant.
4. What are the five fundamentals of F/A? Where would you find the F/A kit and Physician's kit?
5. Differentiate between CPR and ABCB.

**Section B**

**(20)**

**Answer the following (any four)**

1. What are the various jewelry regulations? Explain in brief.
2. Give the list of documents for the process of passport.
3. How would you stop nose- bleeding and treat hypo-glycaemia?
4. How can you treat first and second degree burn and a sprain?
5. What do you mean by De- Compression and Turbulence?
6. What are the different types of external bleeding and how could you control that?

**Section C**

**(A) Choose correct answer.**

**(10)**

- 1 Tc 3 consist of:  
a. A11 Asia    b. All EuroPe    c. All America
- 2 Mc Donnel Douglas is located in:  
a. USA            b. France            c. Russia
- 3 Flaps are the Part of  
a. Engines        b. Wings            c. Flight
- 4 SFS stands for  
a. Trainee        b. Flight Stewards    c. Supervisors
- 5 PORT is located  
a. Left side of aircraft            b. Right side of aircraft
- 6 SUPY related to  
a. Supervisor            b. An extra crew            c. Trainee
- 7 Boeing is made in  
a. France        b. USA            c. Russia
- 8 CHK deals with  
a. Air Hostess            b. Check Airhostess            c. Flight Purser
- 9 Port hole is:  
a. Gas Turbine Engine            b. Corner light            c. Round sealed windows
- 10 Fin  
a. Prevents from drifting            b. Part of Fuselage            c. Stabilize aircraft

**(B) Write short notes on the following.**

**(10)**

1. Aileron
  2. Navigation Light
  3. Turbo-jet engine
  4. Anti- Collision Lights
  5. FLAPS
-

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Term End Examination January-2015

<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT-109	<b>Numerical Code: 0385</b>
<b>Subject</b>	: Computer Reservation System And Security	<b>Total Marks : 70</b>
<b>Date</b>	: 29/01/2015	<b>Time : 11.00 to 02.00</b>

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**Section A** (30)

**Answer the following (any three)**

1. What is Traffic Conference Areas? How the world been divide into it?
2. Explain Basic elements of Air Fare?
3. Explain ticket stock with explanation of different coupons.
4. Explain refund process in detail.
5. What are the major GDS systems, Explain any 2.

**Section B** (20)

**Answer the following (any four)**

1. Explain International time with GST and DST.
2. What are the Choices available to the passengers to make the payment of ticket issued?
3. What are the types of fares offered by airlines?
4. Explain two global indicators
5. Give the name of 5 countries in Western hemisphere.
6. Explain NUC and ROE relation.

**Section C**

**(A) Attempt the following question.** (10)

1. What is HIP?
2. Decode - NYC, DEL.
3. Encode - MUSCAT " COLOMBO
4. Encode Airport Code - NARUTA, NEWARK
5. Explain - FBP, MPM.
6. Why the Airport taxes are been levied?
7. Explain Special Fares.
8. Explain Period of Validity.
9. Explain Audit Coupon.
10. Explain Global Indicator - AT ,WH

**(B) Express the following terms:-** (10)

1. CRS are of different Types like \_\_\_\_\_.
  2. PAT is \_\_\_\_\_.
  3. Visa \_\_\_\_\_.
  4. E-Ticket is defined \_\_\_\_\_.
  5. There are three classes of travel offered by the most of Airlines \_\_\_\_\_.
- \_\_\_\_\_

**Dr. Babasaheb Ambedkar Open University**

Term End Examination January-2015

<b>Course</b>	: BBAAT	<b>Numerical Code: 0062</b>
<b>Subject Code</b>	: BBAAT-110	<b>Numerical Code: 0386</b>
<b>Subject</b>	: Computer Application	<b>Total Marks : 70</b>
<b>Date</b>	: 30/01/2015	<b>Time : 11.00 to 02.00</b>

**Section A (30)****Answer the following (any three)**

1. Give the definition of computers and briefly explain its applications?
2. Explain the Input and Output devices of computers?
3. What are the different types of Operating System?
4. Explain the types of Networks.
5. Explain clearly the nature and limitations of computers.

**Section B (20)****Answer the following (any four)**

1. What are the different types of Printers?
2. Explain briefly all 5 Generations of computers.
3. What are the different classification of computer.
4. What is booting Procedure?
5. Discuss the concept of back end database.
6. Explain the Browsing of Websites.

**Section C****(A) Choose correct answer. (10)**

- 1 The characteristics of the Second Generation computers (1956-63) is \_\_\_\_\_.  
a) Vacuum tubes      b) Integrated circuits
- 2 Arithmetic Logic Unit (ALU) \_\_\_\_\_.  
a) Control the data      b) Stores the Data  
c) Does basic function like add, subtract, multiply
- 3 Laser Printers are \_\_\_\_\_.  
a) Page printers      b) Line Printers      c) Inkjet Printers
- 4 Recycle bin is available \_\_\_\_\_.  
a) To save the file      b) To create files      c) To store the deleted files.
- 5 Browser is \_\_\_\_\_.  
a) a software tool      b) A website      c) Network
- 6 Mouse is an \_\_\_\_\_.  
a) Output device      b) Input device
- 7 Compiler performs the function of \_\_\_\_\_.  
a) translating high level language to machine language      b) Processing the data
- 8 Cyber Space is \_\_\_\_\_.  
a) The worldwide network of computer.      b) Computer aided Technology
- 9 Impact printers have \_\_\_\_\_.  
a) Mechanism of strike      b) Not the mechanism of strike
- 10 Hybrid Computers \_\_\_\_\_.  
a) having some parts of digital computations and some parts of analog principles  
b) work on analog computations

**(B) True/False**

**(10)**

1. Specialty of Fourth Generation (1971-Present) is \_\_\_\_\_.
2. Full form of LAN is \_\_\_\_\_.
3. MIRC stands for \_\_\_\_\_.
4. CAT and CAD stand for \_\_\_\_\_.
5. Modulation is the process in which a digital signal is converted into analog form for transmission. (True /False)
6. RAM and ROM stands for \_\_\_\_\_.
7. Search engines are useful for \_\_\_\_\_.
8. The characteristics of Super computer is \_\_\_\_\_.
9. In a star network, each node is connected by means of a dedicated point to point channel to a central node. (True / False)
10. Key board is an output device. (True /False)

\_\_\_\_\_