

Enrollment Number : \_\_\_\_\_

**Dr. Babasaheb Ambedkar Open University**

Term End Examination January-2015

<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-201	<b>Numerical Code: 0422</b>
<b>Subject</b>	: Fundamentals of Human Skill and O.B	<b>Total Marks : 70</b>
<b>Date</b>	: 20/01/2015	<b>Time : 03.00 to 06.00</b>

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**Section A (30)**

**Answer the following (any three)**

1. Briefly explain the concept of organizational Behaviour and explain nature of OB.
2. Discuss the Process of behaviour in detail.
3. Explain the behaviouristic approach to learning.
4. Discuss the different theories of leadership in detail.
5. Briefly explain Maslow's theory and Herzberg's theory of need.

**Section B (20)**

**Answer the following (any four)**

1. Interpersonal skills
2. Types of Attitude.
3. Contributing disciplines to the field of OB.
4. Methods in organizational development.
5. Conflict handling model.
6. Resistance to change.

**Section C**

**(A) MCQ (2x5) (10)**

- 1 Effective communication at work place is not important.  
True/ False
- 2 Johari window model is developed by \_\_\_\_\_ and \_\_\_\_\_
- 3 BO is the study of human behavior at work place.  
True/False
- 4 Contingency model of eldership is given by \_\_\_\_\_
- 5 TQM technique is developed by \_\_\_\_\_

**(B) Do as Directed (2x5) (10)**

1. Define OB.
  2. What is Attitude?
  3. Just write down the types of Reinforcements in learning.
  4. What is coercive power?
  5. Define organizational change.
- \_\_\_\_\_

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<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT – 202	<b>Numerical Code: 0423</b>
<b>Subject</b>	: Secretarial Practice and Office Procedure	<b>Total Marks : 70</b>
<b>Date</b>	: 21/01/2015	<b>Time : 03.00 to 06.00</b>

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### **Section A (30)**

**Answer the following (any three)**

1. Discuss the functions of a secretary of a co-operative society.
2. Define the debentures? Explain its features and types of debentures on the basis of security and convertibility.
3. What is depository? Explain the importance of depository from the view point of investors.
4. What is company? Discuss the types of various companies.
5. Distinction between manager and managing director.

### **Section B (20)**

**Answer the following (any four)**

1. Distinction between dividend and interest.
2. Describe the provisions of repayment of deposits.
3. Explain the parts (Contents) of a business letter.
4. Discuss the various types of promoters.
5. What is progress report of a company? Explain with example.
6. Discuss the various provisions regarding register of members.

### **Section C**

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

- 1 The word 'SECRETARY' comes from the Latin word "Secretarius" which means.  
a) Legal officer    b) Confidential officer    c) Account officer    d) Government officer
- 2 Which one is not considered as a 'Borrowed capital' in the company.  
a) Equity shares    b) Debentures    c) Deposits    d) Loans
- 3 The reserves built up over the year by ploughing back of profits may not be utilized for  
a) Expansion of business    b) Redemption of old liabilities  
c) Replacement of obsolete assets for modernization    d) Directors personal uses
- 4 Now a days, date may be preferably written like this in business letter.  
a) 80-05-2007    b) "8<sup>th</sup> May, 2007"    c) May 8, 2007    d) 8/5/2007
- 5 In the case of any general meeting the notice must be given at least.  
a) 5 days in advance    b) 7 days in advance    c) 21 days in advance    d) 1 month in advance
- 6 Proxy can vote under this method.  
a) By show of hands    b) By division of meeting    c) By voice    d) By poll
- 7 A company can never be in corporate without file at ROC office.  
a) Memorandum of association    b) Articles of association  
c) Prospectus    d) Books of accounts

- 8 No change can be made in terms of appointment or reappointment of a managing director or a whole time director without the approval of.  
a) State Government b) Board of directors c) Central government d) Members of the company
- 9 The first annual return of public ltd. company must be filed with the registrar within-  
a) 12 months b) 18 months c) 6 months d) 2 months
- 10 The reports which are largely made up of financial data, mathematical charts tabular columns of figures called-  
a) Periodic reports b) Examination reports  
c) Recommendation reports d) Statistical reports

**(B) Fill in the blanks.**

**(10)**

1. Share capital is repayable at the time of \_\_\_\_\_ the company.
2. Depository share transactions has not risk of \_\_\_\_\_ if there is slight difference in the signature of shareholder.
3. A summary of proceeding of every general meeting, board meeting and meeting of committees of the board must be recorded in a \_\_\_\_\_ book.
4. When there is a tie in votes, then the chairman of the meeting can exercise a second or addition vote to decide the fate of the motion is called \_\_\_\_\_ vote.
5. Life insurance Corporation of India is considered as \_\_\_\_\_ Company.

**(C) True/False**

**(10)**

1. The rate of dividend on equity share is fixed.
  2. An ordinary resolution has to be passed for alteration of articles and reduction of capital.
  3. The debentures holder does not have any right to vote in the company meeting.
  4. According to the latest provisions of companies act maximum 20% of net profit after tax of each financial year have to be compulsorily transferred to reserves before declaring dividend.
  5. The instrument appointing a proxy should be deposited with the company within 48 hours before the scheduled time of meeting.
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## Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT – 203	Numerical Code: 0424
Subject	: Quantitative Techniques	Total Marks : 70
Date	: 22/01/2015	Time : 03.00 to 06.00

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### Section A

(30)

Answer the following (any three)

1. Explain the Direct Personal interview method along with its merits and demerits?
2. From the following data calculate mean, median & mode:

Xi	0	1	2	3	4	5	6
Fi	7	10	16	17	26	31	14

3. Find out standard deviation of the following Data using assumed mean '50'  
48, 43, 65, 57, 31, 60, 37, 48, 59, 78
4. Calculate the co-efficient of correlation from the following data by the method of Rank correlation

X:	75	88	95	70	60	80	81	50
Y:	120	134	150	115	110	140	142	100

5. Explain in nutshell the procedure of North West corner method (NWCM) for finding feasible solution.

### Section B

(20)

Answer the following (any four)

1. What is Geometric mean and what are its characteristics.
2. Find 'Range' from the following data.  
7, 10, 20, 16, 18, 25, 34, 11, 22, 28
3. Highlight the limitations of linear Programming
4. Write a short note on Regression Analysis.
5. Write a short Note on  
"Game Theory"
6. Give the meaning of Probability and explain how it is useful in business Decision making.

### Section C

(A) Choose correct answer.

(10)

1. A bar diagram Which consists of a number of rectangles, is used for \_\_\_\_\_ dimensional comparison. [1,2,3,4]
2. Generally the geometric mean is always \_\_\_\_\_ arithmetic mean in magnitude [less than ; more than; equal to]
3. \_\_\_\_\_ is supposed to be the best measure of dispersion [Range, quartiles, mean deviations, Standard deviation]
4. \_\_\_\_\_ is one of the most widely and best understood operation Research technique [Correlation; Regression, linear Programming]

- 5 Rank correlation method was given by \_\_\_\_\_  
[Karl Pearson; Spearman; Adam Smith; Cowden]

**(B) Do as directed (2x5)**

**(10)**

1. Statistician Dr. Max O. Lorenz had derived \_\_\_\_\_ curve.
2. Give full form of LCM  
[Hint: is a method of calculate Assignment problem]
3. Game theory was developed in 1944 by \_\_\_\_\_
4. Define Bayes Theorem
5. Census and large scale surveys are very expensive and time consuming.

**True/False**

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Term End Examination January-2015

<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-204	<b>Numerical Code: 0425</b>
<b>Subject</b>	: Introduction to Tourism Management	<b>Total Marks : 70</b>
<b>Date</b>	: 23/01/2015	<b>Time : 03.00 to 06.00</b>

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### **Section A (30)**

**Answer the following (any three)**

1. Why panning is needed in tourism? Describe planning process.
2. Describe Brief history of travel agencies
3. Define Itinerary. State guidelines for planning an itinerary and give a fair idea of itinerary check list.
4. Who is tourist Guide? Explain the duties and responsibilities of the tourist guide.
5. Explain type of package tours and basic principles of packaging.

### **Section B (20)**

**Answer the following (any four)**

1. Write brief note on Tour operator
2. Which are the basic travel motivation?
3. Write short note on "Paid holiday"
4. Explain "carrying capacity and sustainability are closely linked with environment".
5. State about India's image among Americans.
6. Write economic significance of tourism.

### **Section C**

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

- 1 What is the full form of IUOTO  
A) India union of official travel organization  
B) International unit of official travel organization  
C) Indian unit of official travel organization  
D) International union of official travel organization
- 2 "The feast of Saturn " is celebrated in the month of  
A) March B) December C) April D) January
- 3 The ad hoc committee on tourism is also known as  
A) tourism committee B) Jha committee  
C) Tourism Department D) India Tourism Corporation
- 4 ITDC come into begin with effect from  
A) 28<sup>th</sup> march 1970 B) 28<sup>th</sup> march 1988 C) 28<sup>th</sup> march 1973 D) 31<sup>st</sup> march 1970
- 5 Economy class symbolized by  
A) "J" B) "K" C) "Y" D) "E"
- 6 Travellers cheque is symbolized by  
A) "Ec" B) "Tc" C) "Tm" D) "TT"
- 7 First Class is symbolized by  
A) F B) FC C) 1<sup>st</sup> D) TC

- 8 ITDC services does not include  
A) accommodation B) Light show C) Duty free Shop D) Air ticket
- 9 Business class is symbolized by  
A) "Bc" B) "C" C) "E" D) "F"
- 10 What the full form of CRM  
A) Cultural rural management B) Cultural role management  
C) Cultural rail management D) Cultural recourses management

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

**(10)**

1. GIT=\_\_\_\_\_ inclusive tour
2. Discount means cut back on printed tariff - true / False
3. Paryatav means going out of the country primarily - True / False
4. Desatana means going out for pleasure and knowledge. True / False
5. Tirthantana means going out to places of religious meits True / False
6. ITDC - Indian Tourism development \_\_\_\_\_.
7. Thomas Cook's first "mass excursionist was from Liverpool to \_\_\_\_\_.
8. The American Express Company popularly known as \_\_\_\_\_.
9. ABC = Advance booking \_\_\_\_\_.
10. Inclusive tours by character symbolized by \_\_\_\_\_.

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Term End Examination January-2015

<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-205	<b>Numerical Code: 0426</b>
<b>Subject</b>	: Marketing Management	<b>Total Marks : 70</b>
<b>Date</b>	: 24/01/2015	<b>Time : 03.00 to 06.00</b>

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**Section A (30)**

**Answer the following (any three)**

1. Explain marketing mix. Explain various marketing mix elements in detail with relevant examples.
2. Explain the importance of marketing to the company, the society and the economy at large.
3. Write a detailed note on the factors affecting consumer behaviour.
4. Explain various stages of the Product Life Cycle.
5. Explain in detail differences between a service industry and a product industry.

**Section B (20)**

**Answer the following (any four)**

1. Explain in detail the 'diffusion process' based on various adopter groups.
2. Explain various parties included in the micro-environment of the organization.
3. Explain the bases used for segmenting consumer markets.
4. Explain any five types of price discrimination with examples.
5. Write a detailed note on 'Promotion Mix'.
6. Explain the objectives of advertising.

**Section C**

**(A) Write as per instructions. (10)**

1. Shortsightedness for product or production at the cost of customers' needs in marketing is termed as \_\_\_\_\_.
2. \_\_\_\_\_ has given the theory of Cognitive Dissonance.
3. Buying process starts with \_\_\_\_\_.
4. \_\_\_\_\_ Marketing means making one product for the entire market.
5. Removing products from the market is called product line \_\_\_\_\_.
6. Advertisement which attract the customers when they are out of home is called \_\_\_\_\_ Advertising.
7. Define 'Reference Groups'.
8. What do you mean by Gatekeeper's role in Business-to-business purchase?
9. Mention the segments formed in volume segmentation.
10. Service Environment is a part of the physical evidence of a service. (State whether True or False).



**(B) Choose correct answer.**

**(10)**

- 1 A firm, concentrating on serving many needs of a particular group' is following which pattern of target market selection.  
a. Selective specialization      b. Product specialization  
c. Market specialization      d. Single segment concentration
- 2 Relatively inexpensive products bought frequently though minimum effort are called  
a. Convenience goods      b. Specialty goods      c. Shopping goods      d. Unsought goods
- 3 Fixing very high prices for the products in the early stage to tap those buyers who can afford it is called  
a. Market Penetration      b. Market Skimming  
c. Affordability Based Pricing      d. Differentiated pricing
- 4 Sales promotion differs from advertising because of its  
a. Short term value Proposition      b. Product discounts  
c. Message execution strategy      d. Media coverage
- 5 The term 'Marketing myopia' is given by  
a. Peter Drucker      b. Philip Kotler      c. Jay Conrad Levinson      d. Theodore Levitt
- 6 The group to which a person would like to join as a member is called  
a. Primary group      b. Dissociative group      c. Membership group      d. Aspirational Group
- 7 Which of the following is not used for segmenting business markets?  
a. Attitude towards risk      b. income levels      c. Purchasing criteria      d. Location
- 8 The portion of a brand that can't be expressed verbally such as graphic design or symbol is called a \_\_\_\_\_  
a. Tradename      b. Trademark      c. Brandname      d. Brandmark
- 9 Advertising is a \_\_\_\_\_ form of promotion.  
a. Paid and non-personal      b. Paid and personal  
c. Non-paid and personal      d. Non-paid and non-personal
- 10 4Ps Framework is developed b-v  
a. Theodore Levitt      b. Neil Borden      c. Mc Carthy      d. Dr. C.K.Prahlad

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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-206	Numerical Code: 0427
Subject	: Commodities	Total Marks : 70
Date	: 25/01/2015	Time : 03.00 to 06.00

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**Section A (30)**

**Answer the following (any three)**

1. Describe the structure and composition of Rice?
2. Write a short – note on soybean.
3. Discuss the functions of oils and fats in food?
4. Explain different methods of cooking eggs?
5. Elaborate in detail Pasteurisation process of milk?

**Section B (20)**

**Answer the following (any four)**

1. Explain milling process of maize?
2. Explain in nutshell the soaking and cooking process of pulses?
3. Write a short note on vegetables available in India.
4. List down the stages of manual curing cheese.
5. Write a short note on “cloves”
6. Explain –“Coffee making”.

**Section C**

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

- 1 Vitamin \_\_\_\_\_ is present in all cereals  
a) B                      b) D                      c) X                      d) O
- 2 \_\_\_\_\_ is one of the Tropical fruit  
a) Apple                      b) melons                      c) Alma                      d) Pears
- 3 Srikhand is a fermented and coagulated delicacy Popular in the \_\_\_\_\_ Part of the country.  
a) Western                      b) Eastern                      c) Northern                      d) Southern
- 4 To prepare ice – cream the mixture is pasteurized by heating at \_\_\_\_\_ °F for 30 minutes?  
a) 100                      b) 150                      c) 180                      d) 200
- 5 Which one of the following is not an ingredient of soft drink?  
a) Sugar                      b) flavor                      c) water                      d) fruits

**(B) Answer the following (10)**

1. Name 2 really to eat cereals.
2. Red gram is also known as \_\_\_\_\_ pea.
3. Peas are of 2 kinds namely \_\_\_\_\_ & \_\_\_\_\_.
4. Name 2 sources of edible oils.
5. Define “Dry whole milk”.



- 9 What is the full form of CZM  
A) Cultural zone management B) Common zone management  
C) Communication zone management D) Coastal zone management
- 10 What is the full form of WTO  
A) World trade organization B) World travel agent organization  
C) World traveller organization D) World tourist organization

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

**(10)**

1. Who is a guide?
  2. NTO is a body responsible for the formulation and implementation of national tourist policy-True/false
  3. What do you understand by Tariff
  4. The organization and sale of travel really begin in \_\_\_\_\_ 1841.
  5. CRM is a branch of infrastructure development and maintenance-True/ False
  6. Job enlargement means giving employee an wider range of task- True /False
  7. Job rotation means to give the employee greater responsibility - True /False
  8. CIT = Critical \_\_\_\_\_ Technique
  9. CRS = \_\_\_\_\_ reservation System.
  10. What is the full form of TAAI?
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## **Dr. Babasaheb Ambedkar Open University**

Term End Examination June-2014

<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-208	<b>Numerical Code: 0429</b>
<b>Subject</b>	: Food Production Techniques	<b>Total Marks : 70</b>
<b>Date</b>	: 28/01/2015	<b>Time : 03.00 to 06.00</b>

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### **Section A (30)**

**Answer the following (any three)**

1. Define cooking and what are the aims and objectives of cooking?
2. Define soup and explain their classification with 2 examples each.
3. What precautions should be taken to prevent burns and fires?
4. Discuss the various methods of cooking.
5. Write a short note on hydrogenation of oil's.

### **Section B (20)**

**Answer the following (any four)**

1. Write a note on Yeast and its types.
2. State the action of heat on proteins.
3. Write a note on Choux pastry.
4. Write a note on Italian rice preparation.
5. Write 10 types of dried spices.
6. What is ageing of meat?

### **Section C**

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

- 1 Well flavored meat stews. Thick, well-seasoned and rich is called  
A) Praline B) Ragout C) Sabayon D) Roast
- 2 Are-heated dish is called  
A) Rechauffe B) Braised C) Leftover D) Mise en place
- 3 What texture cheese is parmesan?  
A) Semi soft B) Soft C) Fresh D) Hard
- 4 Tying up of bird before cooking in oven is called  
A) Stitching B) Trussing C) Dressing D) Basting
- 5 The outer skin of a citrus fruit is called as?  
A) Skin B) Pith C) Zest D) Steep
- 6 The other word for sharply flavored is?  
A) Spicy B) Piquante C) Torte D) Maripox
- 7 Cooking method used for making a cake  
A) Baking B) Roasting C) Stewing D) Icing
- 8 Which of the following is a colds sauce?  
A) Hollandaise B) Mayonnaise C) Volute D) Tomato
- 9 Fine Shreds of food are called as.  
A) Julienne B) Jardiniere C) Macedoine D) Brunoise

- 10 Which of the following is a light colored clear soup?  
A) Chowder                      B) Pure                      C) Consomme'                      D) Bisque

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

**(10)**

1. Gazpacho is a cold soup - True / False
  2. Bolognaise is a meat sauce - True / False
  3. Court bouillon is a hot sauce - True / False
  4. Brunoise is a fine shred cut of food - True / False
  5. Yeast is a natural leavening agent - True / False
  6. Fats are shortening agents - True / False
  7. Meat cuts are affected by the bone structure - True / False
  8. fillet is a simple thick round cut of fish - True / False
  9. Buillbaisse is a \_\_\_\_\_ international soup.
  10. \_\_\_\_\_ is an Italian international soup.
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<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-209	<b>Numerical Code: 0430</b>
<b>Subject</b>	: Hospitality Marketing	<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. Based on which criteria does the classification of hotels is made.
2. Explain the various sectors of Hospitality
3. Write short note on Theme Park
4. Explain what do you understand about Cultural Tourism Management
5. Explain what you understand by managerial skills.

**Section B (20)**

**Answer the following (any four)**

1. Explain the importance of Management
2. What is management explain the function of management in brief
3. Explain the production and product Concept
4. Write short note on marketing concept.
5. Write short note on Societal Marketing Function.
6. Explain the production and product Concept.

**Section C**

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

1. \_\_\_\_\_ is not an element of Marketing mix.  
(a) Packing (b) Product (c) Price (d) Place.
2. \_\_\_\_\_ goods may become consumer goods because the good are produced to satisfy consumer need.  
(a) Manufactured (b) Natural (c) Agricultural
3. \_\_\_\_\_ is not a component of Price mix.  
a) Discount (b) advertisement (c) Allowances (d) Credit Terms
4. \_\_\_\_\_ Discount is offer to the buyers buying for resale.  
(a) Trade (b) cash (c) Quantity (d) Seasonal
5. Except \_\_\_\_\_, all are the component of economic factor to predict Behavior  
(a) Income (b) Price (c) Personality (D) Substitute.

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

1. The marketing mix is the set of marketing tools the marker uses to pursue its marketing objective.
  2. Demands are wants for a specific product backed by an ability to pay.
  3. Information system is an organized way of sending receiving and recording message.
  4. Product can be anything that can be offered to market for attention, use or consumption that might satisfy a want or need.
  5. Buyer behavior is influence by the small group to which the buyers belong.
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<b>Course</b>	: BBAHT	<b>Numerical Code: 0063</b>
<b>Subject Code</b>	: BBAHT-210	<b>Numerical Code: 0431</b>
<b>Subject</b>	: Accommodation Management	<b>Total Marks : 70</b>
<b>Date</b>	: 30/01/2015	<b>Time : 03.00 to 06.00</b>

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

1. Draw the organization chart of housekeeping department of a large hotel.
2. What are the responsibilities of executive housekeeper?
3. Explain the coordination between front office and housekeeping department.
4. Draw and explain the layout of linen room.
5. Explain the elements of design in brief.

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

1. Draw and explain all the formats maintained in housekeeping department.
2. What are the selection criteria for linen?
3. What is the cleaning procedure for checkout room?
4. Draw and explain any 10 manual equipments.
5. Explain linen exchange procedure with laundry.
6. Explain lost and found procedure.

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

- 1 Book that contain records of all the pending maintenance work is called as  
a) Maintenance register      b) memo book      c) log book      d) inventory book
- 2 Pest found in old furniture, bedding, books etc.  
a) Wood beetle      b) bed bugs      c) moths      d) flies
- 3 Hard floor covering use in cloak room  
a) Terrazzo      b) Marble      c) granite      d) magnetite
- 4 Supplies kept on vanity unit  
a) Writing pad      b) plastic bag      c) soap      d) shoe mint
- 5 Gas used in fumigation process  
a) Methane      b) methyl bromide      c) Methanol      d) Methyl acetate
- 6 A large room with provision of a detachable mobile partition use to separate area is called  
a) Suite room      b) double suite      c) deluxe suite      d) junior suite
- 7 Desk control room comes under  
a) Front office      b) housekeeping      c) Security      d) Maintenance
- 8 Guest loan item  
a) Soap      b) bubble bath      c) iron      d) shower cap
- 9 Cleaning agent depend upon their scratching action to clean the dirt is known as  
a) Acids      b) Solvents      c) Abrasives      d) Detergents
- 10 Type of semi hard floor finish  
a) Granite      b) Carpet      c) Rubber      d) Wood



**(B) Fill in the blanks.**

**(10)**

1. \_\_\_\_\_ is use to remove nail polish stain.
  2. \_\_\_\_\_ is the size of double bed sheet.
  3. \_\_\_\_\_ Trolley is used to carry soiled linen.
  4. \_\_\_\_\_ is a steel polish.
  5. Naphthalene ball are used as \_\_\_\_\_ in rooms.
  6. Sewing kit is also known as \_\_\_\_\_.
  7. \_\_\_\_\_ is size of face towel
  8. Room near swimming pool is called as \_\_\_\_\_.
  9. Polishing floor with low speed is known as \_\_\_\_\_.
  10. Minimum linen and uniform required to meet daily demand is known as \_\_\_\_\_.
-