

Enrollment Number : _____

Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-301	Numerical Code: 0432
Subject	: Hotel Accountancy	Total Marks : 70
Date	: 31/01/2015	Time : 11.00 to 02.00

Section A

(30)

Answer the following (any three)

1. Explain various modes of payments.
2. Explain Room occupancy percentage and Bed occupancy percentage.
3. Explain characteristics of Internal control.
4. Data about standard cost of a unit of output in a factory is as follows:

Material : 4 kg. Rs.50 per kg. Rs. 200

Labour : 50 hours Rs 1 per hr Rs. 50
Rs. 250

Data about actual cost :

Actual production : 100 Units

Material : 390 kg. Rs. 52 per kg. Rs. 20,280

Labour : 4920 hours Rs. 1.10 per hr Rs. 5412
Rs. 25,692

Calculate material and labour variances.

5. Tirth Ltd. was registered with an authorised capital of Rs. 20,00,000 divided into shares of Rs. 10 each. It issued at per Rs. 1,00,000 equity shares : the payment per share was to be made as follows.

On application Rs.2

On allotment Rs.3

On first call Rs.2.50

On second & final call Rs. 2.50

Applications were received for 90,000 shares. The Board of Directors accepted all the application in full. All the allottees paid the allotment money in time. Before the end of the first accounting year only the first call had been made. Call money in respect of 1000 shares was received 2 months late along with interest @ 12% p.a. whereas call money on 2000 shares was still in arrears when the final accounts for the first year was prepared. Record the above mentioned transactions in the books of the company.

Section B

(20)

Answer the following (any four)

1. Explain Difference between private Ltd. Company and public Ltd. Company.
2. Explain different types of debentures.
3. Explain Difference between fund flow statement and cash flow statement.
4. What is Budget? Explain advantages of budgetary control.
5. Write note on Labour productivity Ratio.
6. Explain any three F and B Ratios.

Section C

(A) Choose correct answer.

(10)

- 1 Room Sales are recorded in which ledger?
a) Guest ledger b) Normal ledger c) Special ledger d) None of the above
- 2 Under which act company is registered and formed?
a) Companies Act, 1956 b) Companies Act, 1966 c) SBI Act d) None of the above
- 3 To cover which kind of cost purchase Budget is prepared?
a) Research Function cost b) Production cost c) purchase cost d) None of the above
- 4 Average check is also known as _____?
a) Sales per Menu b) Send per head c) Seat Turnover Ratio d) None of the above
- 5 What is K.O.T.?
a) Knowledge order Ticket b) Kitchen order Ticket c) Knowledge order Team d) None of the above

(B) One Sentence Answer.

(10)

1. Write down types of Rooms.
 2. What is Payroll?
 3. What is the purpose of saving A/c?
 4. What is statutory Audit?
 5. On which basis budget can be classified?
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-302	Numerical Code: 0433
Subject	: Eco Tourism	Total Marks : 70
Date	: 01/02/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. What is ecotourism? What are the essential features of ecotourism?
2. What are the different methods of waste disposal? Explain them.
3. What is an eco-sensitive hotel? Explain what a eco sensitive hotel can do?
4. What are the factors which marks Kerala as a good tourism destination?
5. What are the negative impact of eco-tourism?

Section B (20)

Answer the following (any four)

1. Describe any four eco-tourism facets?
2. Give the essential features of eco-tourism?
3. What do you understand by integrated tourism?
4. What are eco-lodges?
5. What is the zero waste concept of waste management?
6. What are the benefits of eco-tourism?

Section C

(A) Choose correct answer. (10)

- 1 Who are eco-tourism.
a) A tourist from foreign land b) A tourist from within country
c) A tourist indulges himself in a number of activities that are related nature
d) A regular tourist
- 2 Which one of the following is a ecotourism destination of India.
a) Palau b) Costa rica c) Norwegian fjords d) Kerala
- 3 The advantage of Ocean dumping is
a) Ocean Overburdened b) Inexpensive c) Desalination d) Killing of planktons
- 4 The disadvantage of incineration is
a) High energy requirement b) Required minimum land
c) Can be operated in any weather d) Produce stable odor-free residue
- 5 The objective of zero waste is
a) Making waste zero b) Zero use of waste product
c) Reusing a product as many times as possible d) Minimizing the waste
- 6 Eco-tourism marketing means
a) Marketing of tourism b) Marketing of tourist destination c) Marketing of environment
d) the development of ecologically sustainable tourism products
- 7 IUOTO was found in which year and when
a) 1947 in London b) 1947 in Paris c) 1952 in Singapore d) 1992 in Switzerland

- 8 The world tourism organization, an inter government technical body dealing with all aspects of tourism began its legal existence on.
a) January 2, 1975 b) June 2, 1975 c) July 2, 1975 d) October 2, 1975
- 9 What is sustainable tourism?
a) Tourism related to rural lifestyle
b) Tourism related to different religion
c) Tourism related to adventure
d) Tourism which is development and maintained in such a manner that it remains viable for long term.
- 10 OCED has _____ member countries.
a) 10 b) 50 c) 36 d) 24

(B) Write the full form of the following.

(10)

1. WTO
 2. TFCI
 3. VTC
 4. INTACH
 5. IUOTO
 6. OCED
 7. GATT
 8. WTTERC
 9. SWMCOL
 10. EMP
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-303	Numerical Code: 0434
Subject	: HRM in Hotels	Total Marks : 70
Date	: 02/02/2015	Time : 11.00 to 02.00

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

1. What are the features of HRM?
2. What is the role of training and development in HRM?
3. How are wages and salaries decided in an organization?
4. Write a sample Job Description format.
5. Describe Preliminary, Extensive and Stress interviews.

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

1. Describe the common sources of staff recruitment.
2. Describe on the Job & off the Job training methods.
3. Write a note Abraham Maslow's "Hierarchy of Needs" theory.
4. Write a note of appraisal and performance related wage/pay incentive.
5. Write a Job Specification for an Indian Cook in a hotel/restaurant.
6. Write a note of Aptitude & Medical Tests.

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

- 1 Which is not a part of CTC?
a. Basic Salary b. House Rent Allowance c. Travel Allowance d. Recruitment Cost
- 2 Who developed motivation Theory X and Theory Y?
a. Maslow b. Herzberg c. Mc Gregor's d. None of the above
- 3 Who developed motivation need Hierarchy theory?
a. Herzberg b. Mc Gregor's c. Maslow d. None of the above
- 4 Who developed motivation Hygiene theory?
a. Frederick Herzberg b. Maslow c. Mc Gregor's d. None of the above
- 5 What is the Latin meaning of Motivation?
a. Moving b. Mobile c. Dynamic d. To move
- 6 What is the full form of BARS?
a. Basic Actual Rating Scale b. Behaviorally Anchored Rating Scale
- 7 Which one is not consists "of the job method"?
a. Lecture Method b. Conference c. Job rotation d. Direct discussion
- 8 What is the full form of AHRI?
a. Australian Human Resource institute b. American Human Resource institute
- 9 Middle level Management consists of?
a. Chief Executive Officer b. Departmental Head c. Supervisor d. Managing Director
- 10 Mc Clelland used which test to study human need?
a. Aptitude test b. Attitude test c. Trade test d. TAT

(B) True/False

(10)

1. Positions cannot be filled through internal promotions and transfers.
 2. External recruitment is costly, but brings in a new talent pool in the organization.
 3. The first step in training is to identify existing skills and define training needs.
 4. Money is the only motivator which can lead to high employee morale.
 5. In India and most other countries, minimum wages and salaries standards are set by govt.
 6. The most common reason for people to leave a job is poor working conditions.
 7. The process of developing the next generation managers is called mentoring.
 8. HRIS is an integration of HRM & information Technology.
 9. Induction is the process of settling a new employee in the job/organization.
 10. MBO-Management by Objectives is a method of motivation.
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Term End Examination January-2015

Course : BBAHT

Numerical Code: 0063

Subject Code : BBAHT - 304

Numerical Code: 0435

Subject : Advance Service Techniques

Total Marks : 70

Date : 03/02/2015

Time : 11.00 to 03.00

Section A

(30)

Answer the following (any three)

1. What is Gueridon service? Explain specialised equipments required for Gueridon service.
2. Define Cocktail and explain various types. of Cocktail in detail.
3. Explain wine making procedure of still wine.
4. What do you mean by liqueurs? Write down the classification of liqueurs.
5. Explain whisky making procedure distinguish between malt whisky and grain whisky.

Section B

(20)

Answer the following (any four)

1. Explain the Parts of Cigar.
2. Write a short note on Patent Still.
3. Write a short note on wine labelling.
4. What do you mean by spirit?
5. Name the different types of Beer.
6. Explain wine faults.

Section C

(A) Choose correct answer.

(10)

- 1 A person specially trained in the service of wine-
a) F&B Executive b) Steward c) Sommelier d) None
- 2 A process of converting a fermented beverage into a spirit by passing it
a) Carbonated b) Fermentation c) Infusion d) Distillation
- 3 The plant which produces wine.
a) Coconut b) Grapes c) Banana d) Mango
- 4 A bartending tool used to measure liquor.
a) Jiggers b) Strainer c) Strainer d) Pourers
- 5 The wines that are strengthened by the addition of natural spirit or the grape spirit.
a) Fortified Wine b) Organic wine c) Sparkling wine d) Aromatized wine
- 6 Which is made by fermenting and distilling molasses?
a) Whisky b) Gin c) Rum d) All of these
- 7 A liqueur served by pouring over crushed ice.
a) Juniper b) Rectified spirit c) Vermouth d) Frappe
- 8 A form of tea half way between black and green tea.
a) Oolong tea b) Black tea c) Cona coffeed d) None
- 9 An apparatus used in the distillation of alcoholic beverage-
a) Still b) Neat c) Peat d) Must
- 10 Refresh to liquor drink without any mixes to ice-
a) Neat b) Peat c) wort d) wash

(B) True/False

(10)

1. The most common starch source used in beer is malted grain.
 2. Bacardi is a gin based cocktail.
 3. Bloody Mary is a Vodka based cocktail.
 4. Zubrowke is Russian Vodka.
 5. Tequila is a town in the Western Mexican State of Jalisco.
 6. Yeast is the microorganism that is responsible for fermentation in beer.
 7. Rose wines are generally served in-the white wine glasses.
 8. Italy in third largest producer of wine in the world.
 9. Marsala wine was traditionally served as a aperitif.
 10. Pinot Noir is the grapes of Burgandy.
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-305	Numerical Code: 0437
Subject	: French	Total Marks : 70
Date	: 04/02/2015	Time : 11.00 to 05.00

Section A

(30)

Answer the following (any three)

1. Présentez-vous à l'aide des éléments suivants . (Present yourself with the help of following points)
Nom et Prénom, âge, profession, pays, adresse, loisirs, famille, objectif de votre vie etc.
2. Écrivez pour réservation de la chambre à l'hôtel (write for room reservation at hotel)
3. Écrivez une recette Française ou une recette indienne .(Write about any French or Indian recipe)
4. Écrivez une lettre à votre ami(e) Français(e) de ce que vous faites en Inde : les activités, le temps, l'étude etc .(Write a letter to your french friend about what do you do in India , include activities, weather , studies etc)
5. Traduisez en français . (Translate in French)

A. Hello. I am Mr. Dupont. How are you?
B. Hi. I am very fine. Thanks. And You?
A. I am coming from France for travelling here.
B. O.K. That's fine. How can I help you?
A. I would like to know famous places, Indian food, culture etc.
B. Yes. Of course. Don't worry, I will explain all in detail.
A. Thanks a lot.
B. It's my pleasure.

Section B

(20)

Answer the following (any four)

1. Écrivez les fruits en français . (Write down names of 5 fruits in french)
2. Écrivez les cuisines françaises . (Write down names of 5 french food)
3. Écrivez les salutations en français .(Write down 5 french greetings.)
4. Écrivez les conjugaisons de verbe « Être » en français .(Write down forms/ conjugations of verb « To Be » in present tense in french)
5. Écrivez les jours de la semaine (Write down days of week in French)
6. Écrivez les mots français .(Write in French)
a. Bread b. Spicy c. Cheese d. Kitchen e. Bill

OR

Écrivez les nombres en anglais. (Write numbers in english)

- a. Soixante-douze b. Seize c. Quatre vingt-dix e. Vingt-huit f. Cinquante- trois

Section C

(A) **Choisissez une bonne réponse. (Choose appropriate answer/option)** (10)

1. Elle fait _____ équitation. (du, de la , de l')
2. Vous _____ hindi bien? (parlons, parle, parlez)
3. J'_____ 28 ans. (as, ai, a)
4. Nous aimons beaucoup. (voyager, voyage, voyageons)
5. Ils ont en Italie. (habiter, habite, habité)
6. Elles sont. (sympathique, sympathiques)
7. Tu te a à h 30. (laver, laves, !ave)
8. Je veux café.(du, de, de la , des)
9. Le client mange chocolats. (des, du, de, de !a)
10. Nous _____ à l'hotel.(aller, allons, vont)

(B) **COTUPNÉHESION ÉCRITE (Reading Comprehension).** (10)

Roland habite à Montréal, une grande ville . Il est ingénieur. Il s'est marié avec Rosa. Elle est aussi très gentille comme son mari. Ils travaillent beaucoup pour immigrer au pays étranger. Ils donnent plusieurs examens d'anglais et du français. Ils voudraient visiter Paris pour célébrer son anniversaire du mariage sur la tour Eiffel. Ils sont mes bons amis aussi. Ils respectent tous les gens beaucoup. Ils ne visitent jamais la France donc ils vont décider partir tôt.

Dites Vrai ou Faux. (Write True or False in French)

1. Roland et Rosa veulent aller en France.
2. Roland est célibataire.
3. Ils sont gentils.
4. Ils connaissent deux langues.
5. Ils visitent plusieurs pays chaque année.

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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-306	Numerical Code: 0438
Subject	: Banqueting Management	Total Marks : 70
Date	: 05/02/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Write a S N on “grooming of waiters and waitress”.
2. Highlight the procedure at a wedding Buffet Reception?
3. List are the process when a client make an objection
4. What are the factors considered by a baguette for menus?
5. Explain the style of food production for balk cooking?

Section B (20)

Answer the following (any four)

1. Highlight the principles flower Arrangement.
2. Describe the arrangement of the room at a wadding?
3. List down the “Indian set menu”
4. What are conventions and Milton typical form of conventions?
5. What are the Basic Table centre set up requirement for Breakfast?
6. Give 5 points of safety procedure for a waiter to be followed is a banquet.

Section C

(A) Choose correct answer. (10)

- 1 Which one is not a mode of enquiry
a) Asking a friend b) Letter c) Fax d) E-mail
- 2 Special Pricing Consideration does not include.
a) Tip b) Sales Tax c) Cover charge d) Service charge
- 3 Which one of the following in a dessert.
a) Mutter Pula b) Rabri c) Steamed Rice d) Croutons
- 4 ‘Zeera ALU” means Potatoes with _____ and _____
a) Cumin-and Turmeric b) Pepper and ginger c) Onion and Turmeric
- 5 Jalebi disseat is part of
a) Hot Dessert b) Cold Dessert c) Snacks d) Hot vegetarian

(B) Do as directed (2x5) (10)

1. Define : Briefing
 2. Is pickles and chutneys part of any Buffet? **YES / NO**
 3. Name 2 types of flower arrangements.
 4. Company anniversaries is a type of social Event **True / False**
 5. Guava is a very famous fruit. **True / False**
-

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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-307	Numerical Code: 0439
Subject	: Food & Beverage Management & Cost Control	Total Marks : 70
Date	: 06/02/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Write a detailed note on the various types of commercial food and beverage outlets.
2. Explain the importance of cost controlling in food and beverage operations. How can it be achieved?
3. Explain in detail the factors considered for setting the menu prices in food and beverage sector.
4. Explain the major obstacles and hindrances related to food and beverage control.
5. Discuss the various method of delivery of food stuff to a food service establishment.

Section B (20)

Answer the following (any four)

1. Which functions are involved in food and beverages management.
2. Why is quality important in food and beverage operations.
3. Describe various types of direct and indirect costs related to food and beverage operations.
4. What should be included in the marketing and catering policy during the planning phase?
5. Discuss in detail the advantages and disadvantages of centralized purchasing system?
6. Which methods are available for purchasing of beverages? Discuss.

Section C

(A) Answer the questions in brief. (10)

1. Define 'Subsidized or welfare food and beverage establishments'.
2. Explain 'Brasserie' style of an establishment.
3. What do you mean by a standard recipe?
4. What do you mean by 'standard yield'?
5. What is the mark-up method of pricing?
6. Explain the LIFO method of pricing food.
7. Which institutions use subsidy pricing?
8. What is contract purchasing?
9. What is blind receiving?
10. What is the significance of a category items in ABCD inventory classification?

(A) Choose correct answer. (10)

1. _____ is often a small establishment with check tablecloths, bentwood chairs, cluttered décor and informal staff.
- a) Licensed bar b) Bed and breakfast bar c) Bistro d) Kiosk

- 2 _____ does not appear in the books of account as an entry.
a) Trade discount b) Cash discount c) Semi-variable cost d) Administrative cost
- 3 For portion size for soups, _____ are used.
a) Scales b) Ladles c) Scoops d) Tins
- 4 Margin is the percentage of gross profit expressed as a percentage of _____.
a) Net profit b) Cost price c) Selling price d) Mark-up
- 5 Items which are low in price and low in perishability are called _____ in ABCD inventory.
a) Category A b) Category B c) Category C d) Category D
- 6 Tagging is useful for _____.
a) Meat b) Milk items c) Groceries d) Beverages
- 7 Contribution = _____.
a) Fixed cost + Variable cost b) Selling price – Marginal cost
c) Fixed cost + Marginal cost d) Selling price – Fixed cost
- 8 Margin of safety is the excess of the actual sales over the _____.
a) Budgeted sales b) Fixed sales c) Break even sales d) PV ratio
- 9 The information for food sale regarding the registered guest is available from _____.
a) Opening stock b) Guest ledger
c) Food and beverages outgoing ledger d) Visitors tabular ledger
- 10 EP amount stands for _____.
a) Excluded product b) Edible product c) Effective price d) Energy product
-

Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT-308	Numerical Code: 0441
Subject	: Cultural Tourism Management	Total Marks : 70
Date	: 07/02/2015	Time : 11.00 to 02.00

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

1. What is cuisine? Write a short note on the cuisine of India?
2. Discuss the objectives & principals of chartered Ethos.
3. State positive & negative socio - cultural impact of tourism.
4. Explain basic travel motivations'
5. Write brief note on role of public sector in the tourism industry

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

1. Write short note on Fairs and festivals of India
2. Explain difference between tourist and traveller.
3. Write short note on destination management.
4. What is the impact of community attitudes on tourism?
5. State the objectives of the interactional cultural tourism charter.
6. Write short note on traditional versus modern management practice.

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

- 1 "Dhokla" is nutritious snack from
A) Karela B) Kashmir C) Gujarat D) Assam
- 2 Kaziranga national park is located in
A) Rajasthan B) Uttaranchal C) Assam D) Guj atat
- 3 The taj mahal is known to have been inspired by
A) Agra fort B) Fatehpur sekri C) City palace D) Humayun's tomb
- 4 Lothal is located in the coastal flats of
A) Gulf of cambay B) Mumbai C) Goa D) Kerala
- 5 Kathakali is the classical dance form of
A) Gujarat B) Andhra Pradesh C) kerela D) Tamil nadu
- 6 What is the full form of CHM?
A) Cultural human management B) Cultural heritage management
C) Commercial heritage management D) Commercial host management
- 7 The Islamic festivals are celebrated according to the.
A) Samvat B) Tith C) Christian calendar D) Hijri
- 8 Harappan civilization grew along with which river.
A) Narmada B) Ganga C) Indus D) Bhramaputra
- 9 Rasam is also known as _____ by Anglo Indian community in India
A) kheer B) hell's flame C) Dal D) Sambhar
- 10 Who is the 10th guru of Sikhism?
A) GuruRamdas Saheb B) Guru angad sahib
C) Guru Arjan Saheb D) Guru gobind saheb

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

(10)

1. What is the meaning of "Paryatarrd".
2. What is the definition of tourism according to WTO.
3. Security and safety are the basic component of tourism - True / False
4. The hall of public audience called _____ and the house of private audience called _____.
5. Cham - cham is also called as _____.
6. Which 5 symbols all baptized Sikhs have to follow.
7. "Kutchipudi" derives its name from the kutchipudi village from karala. True/False
8. "Bihu" is popular folk dance of _____.
9. "Hajgiri" is a famous folk dance of _____.
10. "Dham ya" is one of the most popular folk dance of _____.
