Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-201	**Numerical Code: 0387**	
Subject	: Tourism Product and Services-1	**Total Marks** : 70	
Date	: 20/01/2015	**Time**	: 03.00 to 06.00

Section A (30)

Answer the following (any three)
1. What are the main objectives of IATA?
2. Write a note on special passenger categories.
3. State different types of meal plans.
4. What are the pre-packaged tour components?
5. Define car rental procedures.

Section B (20)

Answer the following (any four)
1. Write a short note on WTO.
2. Explain air transport.
3. Write a note on Computer Reservation System.
4. State different types of rooms.
5. Explain are rental discount schemes.
6. Explain tour brochure checklist.

Section C

(A) Define the following. (10)

1. IATO
2. TAAI
3. FHRAI
4. BBML
5. AVML
6. MAAS
7. BSP
8. ETA
9. CRS
10. ADT

(B) Explain the following. (10)

1. Define SSR _____.
2. NUC _____.
3. Define Endorsement _____.
4. Gateway is _____.
5. No Show, means _____.

_____

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-202	**Numerical Code: 0388**	
Subject	: Aviation Security	**Total Marks** : 70	
Date	: 21/01/2015	**Time**	: 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Discuss the Airport and Airline security. What are the new airport rules?
2. What role does Law Enforcement Officer plays in airport security?
3. Explain the security provisions related to the restricted materials which cannot be carried in the cabin or taken as baggage.
4. On what factors will you select a metal detector?
5. State the guidelines used for the survey of a carrier's aircraft security program.

Section B (20)

Answer the following (any four)

1. Write a note on passenger screening.
2. Write a note on: (a) X- Ray inspection   (b) X- Ray safety controversy
3. What points will you consider while inspecting printing plant security?
4. How to handle bomb threat? Discuss the bomb threat search procedures.
5. Explain in detail about the truth verification devices.
6. Write a brief note on credit card security.

Section C

(A) Choose correct answer. (10)

1 _____ Or employee should stand behind the passenger when search begins which starts with head.
   a. Doctor   b. Police officer   c. Relatives   d. None

2 ICAO stands for:
   a. Inter Circle Airport Organization   b. International Civil Aviation Organization
   c. Indian Center for Airport Organizations   d. None

3 Following is/are the regulations fulfilled by a person who is not a Law Enforcement Officer but wishes to carry a weapon abroad:
   a. Must complete the firearm training coarse within the preceding 12 months
   b. Be approved by carrier   c. Be approved by FAA administrator   d. All

4 Miscellaneous Charges Orders are issued for:
   a. Excess baggage charges   b. Partial payments for tickets   c. Both   d. None

5 Any non-employee in the printing plant should wear
   a. Helmet   b. Visitor's badge   c. Watch   d. Belt

6 Which device analyzes recorded muscular micro tremors in the voice?
   a. Psychological stress Evaluator   b. Barometer   c. Thermometer   d. None

7   Persons carrying weapons in the plane cannot be served
    a. Alcoholic beverages   b. J u ices   c. Water   d. None
8   MTBF stands for:
    a. Mean Test Before Failure   b. Mean Time Between Failures
    C. Mean Time To Repair   d. None
9   Fars stands for:
    a. Federal Aero rules   b. Federal Airport Rights
    c. Federal Aero Regulations   d. Federal Aviation Regulations
10 Passive systems detect metal by changes in the
    a. Person's heart beat b. Moon's magnetic field   c. Earth's magnetic field   d. None

(B) True/False, One line answers and fills in blanks.   (10)

1. Give the full form of SSP.
2. Hijacking a plane appealed to extortionists seeking political and personal gain as a method of enforcing their demands. (True/False)
3. X- Ray screening effectiveness depends upon the operator's skill of recognizing objects. (True/ False)
4. FAA has sponsored weeks coarse for training of explosives detecting dogs.
5. Tickets printing plant should be opened to tours for various civic groups. (True/ False)
6. Name any one truth verification device.
7. lf an employee is found to have stolen something from the company then the company should take immediate preventive step to prevent similar crimes. (True/ False)
8. A _____ conducted for the purpose of observing and identifying those employees engaged in criminal activity is entirely legal and moral undertaking.
9. The effect of metal detectors on magnetic tapes was tested at Washington National Airport in1973 by _____ Company.
10. Pre- departure screening of passengers is accomplished gradually as passengers arrive at the terminal. (True/ False)

_____

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Course	: BBAAT	**Numerical Code:**	0062
Subject Code	: BBAAT-203	**Numerical Code:**	0389
Subject	: Front Office Management	**Total Marks**	: 70
Date	: 22/01/2015	**Time**	: 03.00 to 06.00

Section A   (30)
Answer the following (any three)
1. What is Night Auditing? Explain the role, Importance and functions of Night Auditing?
2. Explain Guest cycle with illustration?
3. What is Organization Chart / Structure? Draw the organization Structure of the Front Office department of a Medium Size hotel and narrate?
4. Elaborate various associated Sections in Front Office?
5. What is a Complaint? Differentiate Complaint and comment? Explain types of complaints and how to handle the complaints?

Section B   (20)
Answer the following (any four)
1. What is Job Description? Write the Job Description for Lobby Manager?
2. Explain Boutique, time share and Condominium Hotels?
3. Write any three types of hotels categorized based on location and explain them?
4. What is a Log Book? Narrate its importance?
5. Draw the sample Diagram of Guest History Card?
6. Write the differences between Floor Limit & House Limit and Stay over & Overstay?

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

1 Bell captain Reports to
   a. Lobby Manager   b. General Manager   c. CEO   d. None of the above
2 The rate Applicable for the children below 5 years
   a. Discount   b. concession   c. complimentary   d. Crib rate
3 Guest Without luggage
   a. Skipper   b. scanty baggage   c. Sleeper   d. Blacklist
4 Guest checked in the room but did not slept in the room or not used the bed
   a. Stay out   b. sleeper   c. Sleep out   d. Out rested
5 Taking reservations more than the available rooms
   a. over booking   b. Reservation   c. Blocking   d. Extra booking
6 Lost and found is maintained by
   a. Front Office   b. Security   c. Housekeeping   d. Concierge
7 Guest who Comes without reservation:
   a. No Reservation   b. Pre-Reservation   c. Booking   d. Walk-in

8 The difference between reports generated on room status by Housekeeping and Front office is

a. Discrepancy Report   b. room Report   c. a & b   d. None of the above

9 Official Language in Singapore

a. Tamil   b. Malay   c. Mandarin   d. All the above

10 Capital city of Goa:

a. Madgaon   b. Panaji   c. Porvorim   d. Panjim

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

1. Booking room in advance is called as reservation. (True / False)
2. A guest who did not settle his bill and left the hotel come again for the room and the FOA rejects him / her. (True / False)
3. Any service offered free to guest is called complimentary. (True / False)
4. 4. To reduce an account to Zero-Balance is called Zero out. (True / False)
5. Projection of future business volume is called forecasting. (True / False)
6. Graveyard shift ends at Midnight. (True / False)
7. Green Color Guest History Card is used for FIT. (True / False)
8. Bell Desk is not the part of Front office. (True / False)
9. No-show means guest fails to arrive even after having reservation. (True / False)
10. A room Plan with room Rent, Breakfast and lunch or dinner is called DEMI pension. (True / False)

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-204	**Numerical Code: 0390**	
Subject	: Tourism Development	**Total Marks** : 70	
Date	: 23/01/2015	**Time**	: 03.00 to 06.00

Section A (30)

Answer the following (any three)
1. Explain rail and road transport.
2. Explain different type of Motivators.
3. Explain Societal and Technological Factors.
4. Short note on Travel Agent Association of India (TAAI).
5. What are the prerequisites needed for becoming a tour operator?

Section B (20)

Answer the following (any four)
1. Explain sales support techniques.
2. What is market with mixture?
3. What are 4P's in marketing mix
4. Describe in detail the function of Modern Travel agency.
5. Name ant four steps involved in organized tour
6. Explain places of tourist interest in western Maharashtra

Section C

(A) Choose correct answer. (10)

1 In India how much percentage of foreign tourists preferred Indian food_____
  a) 80   b) 70   c) 6o   d) 50

2 Dona Paula is _____ KM far from Panji.
  a) 7   b) 4   c) 6   d) 10

3 Give Full Form of GIT: _____.
  a) Group inclusive tour   b) Gold Inclusive tour
  c) Group Inclusive travel   d) Group International Travel

4 European Travel commission established in Year _____.
  a) 1746   b) 1948   c) 1978   d) 1946

5 There are _____ categories are there for membership of WTO.
  a) 3   b) 6   c) 7   d) 4

6 India became a member of PATA in which year _____.
  a) 1958   b) 1957   c) 1970   d) 1958

7 Sinhagad is _____ KM away from Pune.
  a) 25   b) 24   c) 23   d) 20

8 _____ Percent of jobs worldwide will depend on T & T
  a) e   b) 10   c) 8   d) 7

9   Sales Letter is _____ material
     a) Direct mail   b) Indirect mail   c) Mixed   d) marketing
10   ASTA is having _____ member
     a) 25000   b) 24000   c) 26000   d) 23000

(B) Give the full forms of the following: **(10)**

1. WST:
2. WEDT:
3. WDT:
4. MSK:
5. UTC:
6. IUOTO:
7. IUNTPO:
8. PST:
9. NFT:
10. IST:

_____

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-205	**Numerical Code: 0391**	
Subject	: Geography of Tourism	**Total Marks** : 70	
Date	: 24/01/2015	**Time**	: 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Explain land masses and oceans in details.
2. Explain modes of transport in United States of America.
3. Explain tourist places in London.
4. Explain the importance of French cuisine in tourism.
5. Explain why Egypt's ancient monuments form a source of tourism.

Section B (20)

Answer the following (any four)

1. What are the different important tourist attractions in Singapore?
2. Write a short note on modes of transport in China.
3. Give a short note on cuisine of China.
4. Write a brief note on tourist attraction of Australia. Any three.
5. Write a short note on festivals and events in Australia.
6. Write a short note on sustainable tourism.

Section C

(A) Choose correct answer. (10)

1. The Atlantic ocean is the _____ largest ocean in the world.
   a. First   b. Second   c. Third   d. Fourth
2. Ireland is the _____ largest island in Europe.
   a. First   b. Second   c. Third   d. Fourth
3. Heathrow airport is in _____ city.
   a. London   b. Manchester   c. Edinburg   d. Scotland
4. Jurong Bird Park is in _____.
   a. Macaw   b. Singapore   c. Bangkok   d. Cochin
5. Eiffel Tower is in
   a. London   b. Paris   c. Geneva   d. Rome

(B) Short answers. (10)

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.

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-206	**Numerical Code: 0392**	
Subject	: Organization Behavior	**Total Marks** : 70	
Date	: 25/01/2015	**Time**	: 11.00 to 02.00

Section A (30)
Answer the following (any three)
1. What is Organization? Explain it's characteristics of organizational.
2. What is Personality? Explain characteristics of personality styles.
3. Explain the concept of personality Disorder in detailed?
4. What is Attitudes? Explain types of attitude?
5. What is Reinforcement? Explain its principles.

Section B (20)
Answer the following (any four)
1. Give the importance of Leadership.
2. Explain power and its sources.
3. Give the sources of Authority.
4. Explain types of politics.
5. Gives reasons for organizational politics.
6. What is group dynamics?

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

1   What is the full form of O.B.?
     (A) Organizational Behavior (B) Objective behavior   (C) Objective Base
2   O.B is deals with _____.
     (A) Human Behavior (B) Organizational Coal   (C) Organizational Objective
3   _____ is the full form of C.E.O.
     (A) Cash exist officer   (B) Chief Executive Officer   (C) Chief exceptional officer
4   In OB there are mainly _____ Level.
     (A) Four   (B) Three   (C) Two
5   CENAPS model is based on
     (A) Attitudes   (B) Personality   (C) Leadership
6   _____ is the full form of MBO.
     (A) Management by Organizational   (B) Management by Objective
     (C) Management be organizational
7   Maslow's is given there based on _____ concept.
     (A) Leadership   (B) Attitude   (C) Motivation
8   Cognitive is generally based on
     (A) Related to mind   (B) Related to   (C) Related to perception

9   The situation in which employee don't like to change in the job.
     (A) Resistance to Change   (B) Resistance to Acceptance   (D) Resistance to motivate
10   Porter and Lawer's model is based on
     (A) Leadership   (B) Motivation   (C) Cognitive

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

1. Organizational Behavior is the part of H.R.M.
2. Organizational goals decide by government.
3. Perception is based in nature.
4. There are mainly 5 basis of power.
5. Politics may be internal and external.
6. Motivation is one of the most importance branch of O.B.
7. Maslow's theory based on leadership.
8. Source of conflict mostly arise in organization.
9. Resistance to change employee don't like change.
10. Cognitive theory is based on mind.

_____

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Course	: BBAAT	**Numerical Code: 0062**
Subject Code	: BBAAT-207	**Numerical Code: 0393**
Subject	: Accommodation Leisure Management	**Total Marks** : 70
Date	: 07/07/2014	**Time** : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Classify Hotels According to the Locations, Number of Rooms, Types of Plan, Type of Guests and Facilities it offers.
2. Draw and Briefly Explain the Organizational Structure of Housekeeping department of a Hotel Having more than 300 Rooms.
3. Draw Layout of Housekeeping Department and explain in detail.
4. Explain duties and responsibilities of Executive Housekeeper.
5. What is job specification and job description draw its format showing job Specification and job description of Room Attendant.

Section B (20)

Answer the following (any four)

1. Write duties and Responsibilities of Floor Supervisor
2. Write duties and Responsibilities of Houseman'
3. Explain co-ordination of Housekeeping with Engineering and Food Production'
4. Draw the Layout of Linen and Uniform Room'
5. What is Par stock? How Par Stock can be Maintained and how it will be prevented from Various Pest and Rodents?
6. Write down the name of various cleaning equipments used in the Housekeeping department'

Section C

(A) Choose correct answer. (10)

1 Which of the following Hotel department is the back of the house area?
  a) Front Office   b) Food and Beverage service Department
  c) Hotel operated Gift shop   d) Human Resource Department

2 Stain on Carpet Should be Treated:
  a) Weekly   b) Monthly   C)fortnightly   d) daily

3 How often should physical inventory be taken in the Housekeeping Store?
  a) Daily   b) Weekly   c) Monthly   d)Annually

4 One Par of Linen is also Known as:
  a) House set up b) Par set up c) Par stock set up d) minimum/maximum par set up

5 Room attendants are normally supervised by the:
  a) Deputy Housekeeper   b) Housekeeper
  c) Head Housekeeper   d) Floor Housekeeper

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

1. The function of a Linen keeper in Linen department is to issue Staff Uniform- True/False
2. When the Carpet in the Room is badly stain the Room status is..................
3. Executive Housekeeper Reports to.........
4. What is the full form of ROR?
5. What is the full form of DL?

_____

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-208	**Numerical Code: 0394**	
Subject	: Foreign Language	**Total Marks** : 70	
Date	: 28/01/2015	**Time**	: 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Écrivez pour r6servation des billets du train. (Write about reservation of train tickets)
2. Écrivez pour réservation deux places dans l'avioni à destination de Paris. (Write for seat/place reservation for going to Paris in plane.)
3. Presentez-vous à l'aidedes éléments suivants .(Present yourself with the help of following points: Name, age, profession, hobbies, address, qualities etc)
4. Vous voulez voyager en France pour 10 days. Écrivez une lettre à votre ami(e) Fran|?|ais(e) pour demander les informations nécessaires : les activit6s, le temps, Les lieux touristiques, la cuisine, le lodgement etc (You want to travel to France for 10 days.Write a letter to your french friend for asking about activities, weather, places, food , accommodation etc)
5. Décrivez votre famille ou votre maison. (Describe your famiily or house)

Section B (20)

Answer the following (any four)

1. Écrivez les moyens de transport en fran|?|ais. (Write down names of 5 mode of transport in french)
2. Écrivez les cuisines fran|?|ais. (write down names of 5 french food)
3. Écrivez les salutations en fran|?|ais. (write down 5 french greetings.)
4. Écrivez les conjugations de verbe « Aller » en fran|?|ais.(write down forms/conjugations of verb « To Go » in present tense in french)
5. Écrivez les mois de l'année (Write down months of the year in French)
6. Écrivez les mots fran|?|ais .(Write in French)
   a. Expensive   b. Departure   c. Station   d. airport e. Bill

Section C

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

1. Elle _____ une réservation . (fait, fais, faire')
2. Vous _____ en lnde? (habitons, habite, habitez)
3. Lls _____ parler anglais bien. (peut, peuvent, peux)
4. Nous aimons _____ beaucoup.(voyager, voyage, voyageons)
5. Vous avez _____ au bureau du tourisme. (travailler, travaille,travaill6)
6. Elles sont _____. (jolie, jolies, jolis)
7. _____ tu t'appelles? (comment, que, quel)
8. Je mange _____ fruits.(du, de, de la , des)
9. Le client veut _____ chocolats. (des, du, de, de Ia)
10. Nous _____ à l'hotel.(aller, allons, vont)

(B) Répondez en français. (Reply in French, Short answer only)   **(10)**

1. Quels régions préférez-vous pour visiter?
2. Quelles langues Parlez-vous?
3. Quelle est la date de votre naissance?
4. Quel est votre couleur Préférée?
5. Nornmez les lieux historiques en lnde.
6. À quelle heure levez-vous?
7. Comment passez-vous votre journée en vacances?
8. À quelle heure allez-vous au collége?
9. Quel temPs fait-il aujourd'hui?
10. Quel jour nous-sommes?

_____

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-209	**Numerical Code: 0395**	
Subject	: Air Cargo Management-1	**Total Marks** : 70	
Date	: 29/01/2015	**Time**	: 03.00 to 06.00

Section A (30)

Answer the following (any three)
1. What is difference between Air Express, Air Freight and in Mail Service?
2. How Jumbo jet brought in changes in Air Cargo?
3. Explain Indian Open Skies Policy.
4. In the new economic era where a cargo stands?
5. Which why shape of product will matter while transporting?

Section B (20)

Answer the following (any four)
1. What is a controlled area, limited area, exclusion area?
2. What is a projective lighting system?
3. What is the status of guards?
4. What are the qualities one should be looking in for a guard before recruitment?
5. What are Active, Semi-active and in-active entrances?
6. How cargo inspection is useful in preventing security threats?

Section C

(A) Multiple Choice questions: (10)

1 Policy of open skies for air cargo was adopted in
(a) 1985 (b) 1990 (c) 1995 (d) 1960
2 World air cargo growth rate is
(a) 6.4 % (b) 8.5 % (c) 8.3% (d) 5.5 %
3 Two primary factors influence freight ^{growth}
(a) Economic conditions and rate level (b) Increase in Per-capita income
(c) Decrease in per capita expenditure (d) Decrease in rate level
4 The panger version of the A380 will launch in _____.
5 The freight version will launch in
(a) 2009 (b) 2008 (c) 2007 (d) 2005

(B) Attempt the following questions: (10)

1. Airport demand is based on operational time, no. of airlines operating , flight frequency and their network (true/false)
2. The air-cargo guide is a basic reference publications for shipping freight by air(true/false)
3. List five major commodities shipped by Air
4. The freight rate structure is similar to the _____.
5. Thus, 3 various types of containers named _____.

_____

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Course	: BBAAT	**Numerical Code: 0062**	
Subject Code	: BBAAT-210	**Numerical Code: 0396**	
Subject	: Fight Operation Management	**Total Marks** : 70	
Date	: 30/01/2015	**Time**	: 03.00 to 06.00

Section A (30)
Answer the following (any three)
1. How air air operators can register his aircraft in India?
2. What are the requirements for renewal of air operators permit?
3. Why identification codes do is necessary for airlines?
4. Explain in details intensive growth strategies?
5. Explain different market segments?

Section B (20)
Answer the following (any four)
1. What is production-oriented period in airlines marketing?
2. Explain the law of demand as it relates to air travel?
3. What is the relationship between ASMs and RPMs. Give examples of direct expense and of fixed- overhead expenses?
4. Distinguish between industry wide bargaining and pattern bargaining?
5. Write short on. - multi-skilling and flexibility; cross utilization of human -resource?
6. Explain in brief for major functions of HRM?

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

1 Civil aeronautics act was passed in the year
   (a) 1938 (b) 1942 (c) 1886 (d) 1947
2 DGCA
   (a) Director general civil aviation (b) Directorate general civil aviation
   (c) Director general civil association (d) Director general of cargo aviation
3 CVR stands for
   (a) Cock-Pit voice recorder (b) Cock-pit visual recorder
   (c) Current voice reader (d) Collective voice data reader
4 FDR stands for
   (a) Flight data recorder (b) flight data reader
   (c) flight data recognize (d) Flight data recommender
5 For Linda registration prefix is
   (a) TF (b) VT (c) PK (d) YI

(B) Express the following terms. (10)

1. What I fixed cost?
2. Market segmentation is a process of dividing potential customer (True/false)
3. Registration Prefix of Bolivia is
4. The request for renewal of the permit , should be made to the director general of civil aviation.(True/false)
5. Registration Prefix of Barbados _____.

_____

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Course	: BBAAT	**Numerical Code:**	0062
Subject Code	: BBAAT-211	**Numerical Code:**	0397
Subject	: Introduction to Catering	**Total Marks**	: 70
Date	: 31/01/2015	**Time**	: 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Describe the types of microorganisms & characteristics.
2. What are the methods of food preservation in detail?
3. Write in detail about classification of protein.
4. Mention the classification of fat and write in detail about functions of fat.
5. Give the detail of minerals and their functions.

Section B (20)

Answer the following (any four)

1. Write about the routes of contamination.
2. Give a detailed note on factors affecting growth of microbes.
3. Write a short note on the general rules relating food hygiene.
4. What are the seven principles of HACCP.
5. Mention the food laws and also give detail in one or two line.
6. Give names of different types of Proteins and their occurrence.

Section C

(A) Choose correct answer. (10)

1. The Word Sanitation Derived From The Latin Word Which Means Sound "Clean & Whole". Which Word Is That
    a) Sanus b) Sunes c) Senas d) Seanus

2. Emulsifier Also Known As
    a) Amulgent b) Emulgent c) Eamaulgent d) Maulgent

3. The Temperature Range In Which Most Bacteria Grow Is Between
    a) 50 degrees F To 150 degrees F b) 60 degrees F To 160 degrees F
    c) 40 degrees F To 140 degrees F d) 20 degrees F To 120 degrees F

4. CCP Stands For
    a) Central Control Point b) Control Central Point
    c) Critical Point Of Control d) Critical Control Point

5. The Optimum Temperature of reactions for yeasts Is Usually _____.
    a) 40 degrees C b) 39 degrees C c) 42 degrees C d) 37 degrees C

6. The Prevention of Food Adulteration Act was come In To Force
    a) July 1, 1955 b) June 10,1955 c) June 1, 1954 d) June 1, 1955

7. The Basal Metabolic Rate & Physical Activity Decline Above The Age Of
    a) 30 b) 35 c) 40 d) 45

8. Cane Sugar Content _____ Carbohydrate g/100g.
    a) 98 b) 99 c) 97 d) 96

9. Which is Fat Soluble Vitamin?
    a) Ration b) Vitamin C c) Biotin d) Vitamin B\

10   Which Is Water Soluble Vitamin?
     a) Vitamin A   b) Vitamin B   c) Vitamin C   d) Vitamin D

(B) Give the definition.   **(10)**

1. Sanitation
2. Food Infection
3. Misbranding
4. Diet
5. Malnutrition

_____