

PROGRAMME GUIDE FOR

BACHELOR OF BUSINESS ADMINISTRATION (AIR TRAVEL MANAGEMENT)



Dr. Babasaheb Ambedkar Open University
Jyotirmay Parisar, Opp. Shri Balaji Temple,
Sarkhej-Gandhinagar Highway,
Chharodi, Ahmedabad, Gujarat 382481

*Electronic version of the
prospectus is also available
for download at:
<http://www.baou.edu.in>*

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

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Message from the Vice Chancellor

Dear Students,
Greetings from Dr. Babasaheb Ambedkar Open University, Ahmedabad!

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

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

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

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

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

Best Wishes.



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

1. Basic Information

1.1 BBA(AT) Programme Objectives

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

Objectives:

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

1.2 Duration of the Programme

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

Minimum Duration: 3 years

Maximum Duration: 8 years.

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

1.3 Programme Fee

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

1.4 Medium of Instruction

English

1.5 Credit Hours

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

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

1.6 BBA(AT) Programme Structure

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

Bachelor of Business Administration (Air Travel Management)

First Year

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

Second Year

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

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

1.7 Recognition

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- ❖ Recognised by UGC – letter no. & date. - F.No. 1-18/2018(DEB-1), dt. 31.12.2018

1.8 Learner Support Services

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

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

1.9 Newsletter

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

1.10 How to contact the BBA(AT) Programme Coordinator

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

2. Instructional System

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

Various others techniques are also used to benefit the learners:

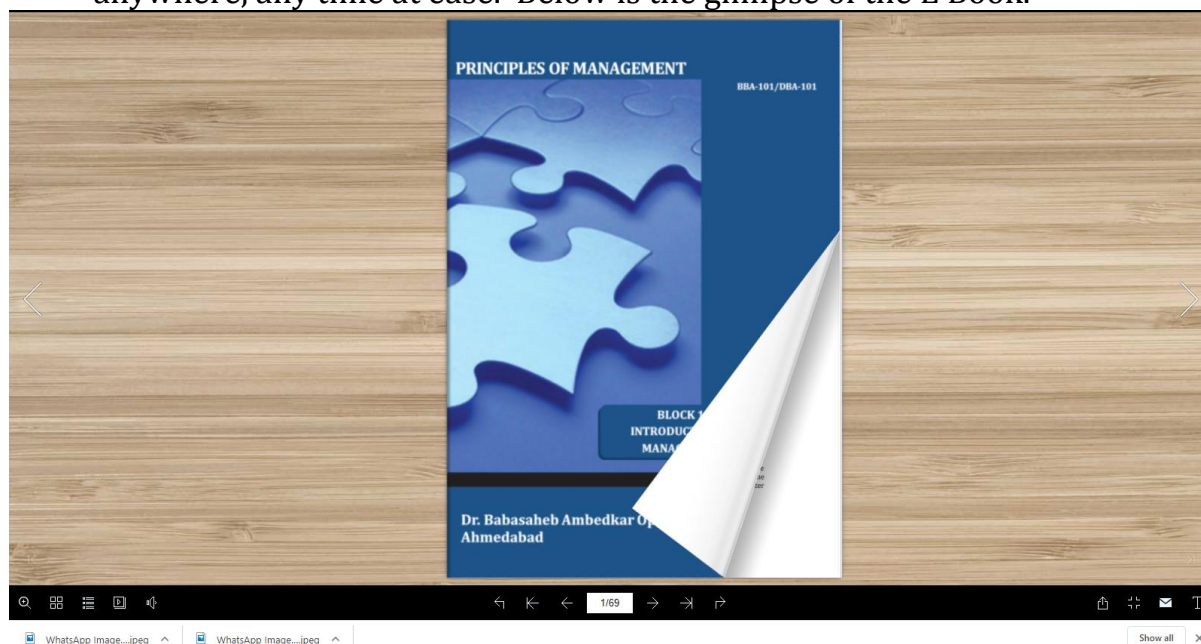
- By providing Self Learning Material
- Swadhyay TV (Video lecture through web portal)
- VANDE Gujarat Educational channel 16 of Govt. of Gujarat

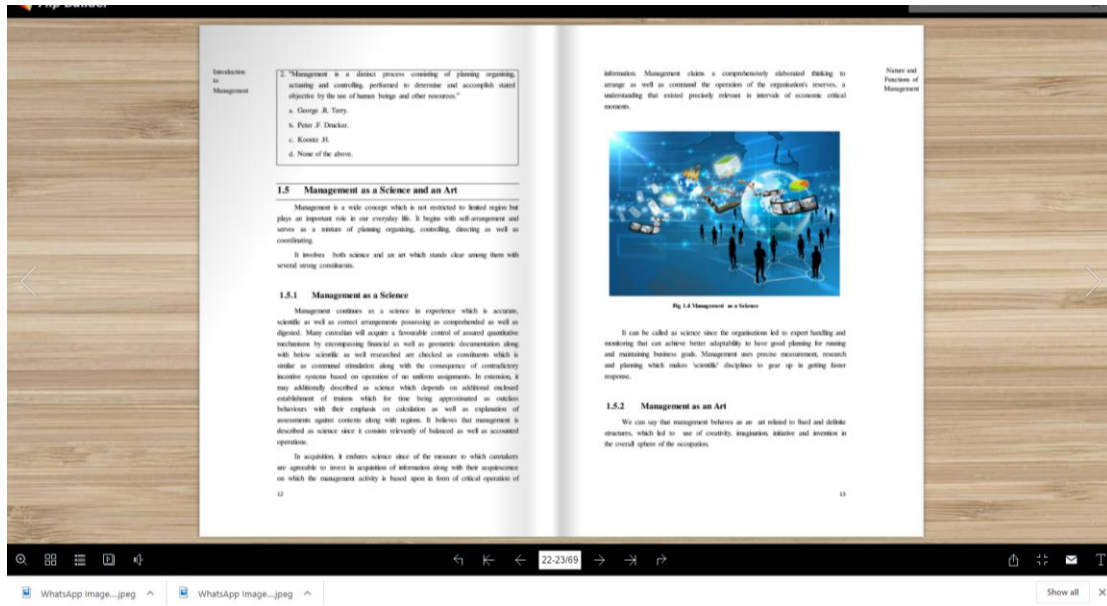
2.1 Print Material (Self Learning Material)

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

2.2 E-Book

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





2.3 Video Material

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

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

2.4 Vande Gujarat

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

Vande Gujarat URL : https://vande.gujarat.gov.in/Home_guj.aspx



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

| Sl. No. | તારીખ | વેબ નંબર | વિભાગ | વિષય | પોસ્ટલ કાર્ડ નામ | સમય |
|---------|------------|----------|-------|------------|--|----------------------------|
| 1 | 01/12/2020 | 16 | BAOU | Sociology | સામાજિકશાસ્ત્ર (સિદ્ધાંતો) | 1:55:56 PM To 2:26:03 PM |
| 2 | 01/12/2020 | 16 | BAOU | Sociology | Sociology Promo | 2:55:45 PM To 3:55:56 PM |
| 3 | 01/12/2020 | 16 | BAOU | Sociology | સામાજિકશાસ્ત્ર (સિદ્ધાંતો) કાર્ડનાં 5 વા.ક. | 2:26:03 PM To 3:11:02 PM |
| 4 | 01/12/2020 | 16 | BAOU | CFN | આંદોલન, પોષક અને પાનક તત્વો | 3:11:02 PM To 3:58:16 PM |
| 5 | 01/12/2020 | 16 | BAOU | Schedule | સમય પત્ર | 3:58:16 PM To 4:00:00 PM |
| 6 | 01/12/2020 | 16 | BAOU | Computer | C Programming | 4:00:00 PM To 4:22:07 PM |
| 7 | 01/12/2020 | 16 | BAOU | Economics | Economics Promo | 4:22:07 PM To 4:22:30 PM |
| 8 | 01/12/2020 | 16 | BAOU | Economics | SUSTAINABLE DEVELOPMENT AND BIODIVERSITY | 4:22:30 PM To 4:45:30 PM |
| 9 | 01/12/2020 | 16 | BAOU | Management | Management Promo | 4:45:30 PM To 4:45:55 PM |
| 10 | 01/12/2020 | 16 | BAOU | Management | સંચાલન | 4:45:55 PM To 5:21:44 PM |
| 11 | 01/12/2020 | 16 | BAOU | English | English Promo | 5:21:44 PM To 5:22:03 PM |
| 12 | 01/12/2020 | 16 | BAOU | English | TEACHING OF ENGLISH UNIT-1-NATURE, NEED & OBJECTIVES | 5:22:03 PM To 5:55:45 PM |
| 13 | 01/12/2020 | 16 | BAOU | Sociology | Sociology Promo | 5:55:45 PM To 5:55:56 PM |
| 14 | 01/12/2020 | 16 | BAOU | Sociology | સામાજિકશાસ્ત્ર (સિદ્ધાંતો) | 5:55:56 PM To 6:26:03 PM |
| 15 | 01/12/2020 | 16 | BAOU | Sociology | સામાજિકશાસ્ત્ર (સિદ્ધાંતો) કાર્ડનાં 5 વા.ક. | 6:26:03 PM To 7:11:02 PM |
| 16 | 01/12/2020 | 16 | BAOU | CFN | આંદોલન, પોષક અને પાનક તત્વો | 7:11:02 PM To 7:58:16 PM |
| 17 | 01/12/2020 | 16 | BAOU | Computer | C Programming | 12:00:00 AM To 12:22:07 AM |
| 18 | 01/12/2020 | 16 | BAOU | Economics | Economics Promo | 12:22:07 AM To 12:22:30 AM |
| 19 | 01/12/2020 | 16 | BAOU | Economics | SUSTAINABLE DEVELOPMENT AND BIODIVERSITY | 12:22:30 AM To 12:45:30 AM |
| 20 | 01/12/2020 | 16 | BAOU | Management | Management Promo | 12:45:30 AM To 12:45:55 AM |

2.5 Swdhyay TV, Swdhyay Radio, OMKAR-e

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

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

2.6 Counselling Sessions

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

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

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

2.6.2 Practical Sessions: The practical sessions will be held in the computer centres / labs of the Learner Support Centre/ Study Centres. In these computer labs, the participants will have the facility to use the computer and software packages relevant to the syllabus.

2.6.3 Practical Manual: Practical Manuals are provided to the learners which are as follows:

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

Guidelines to learners:

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

- Use of computer network is encouraged.

2.6.4 Counselling Session Details:

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

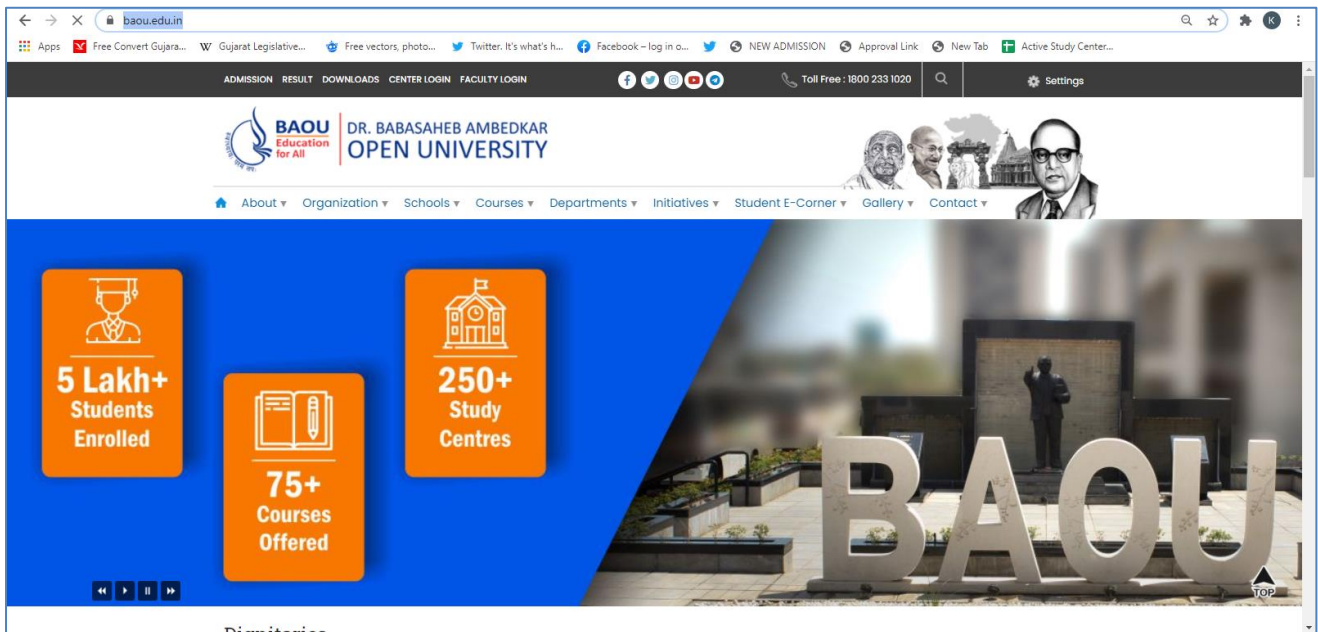
| | | | |
|-------------------|--|---|----|
| BBAATR-208 | Industrial Training (Logbook, WTO, Project Manual) | 6 | 18 |
| Third Year | | | |
| BBAATR-301 | Indian Tourism Product | 4 | 12 |
| BBAATR-302 | Air Transportation & Disaster Management | 4 | 12 |
| BBAATR-303 | Passenger Management | 4 | 11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

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

3. Browsing BAOU's Website

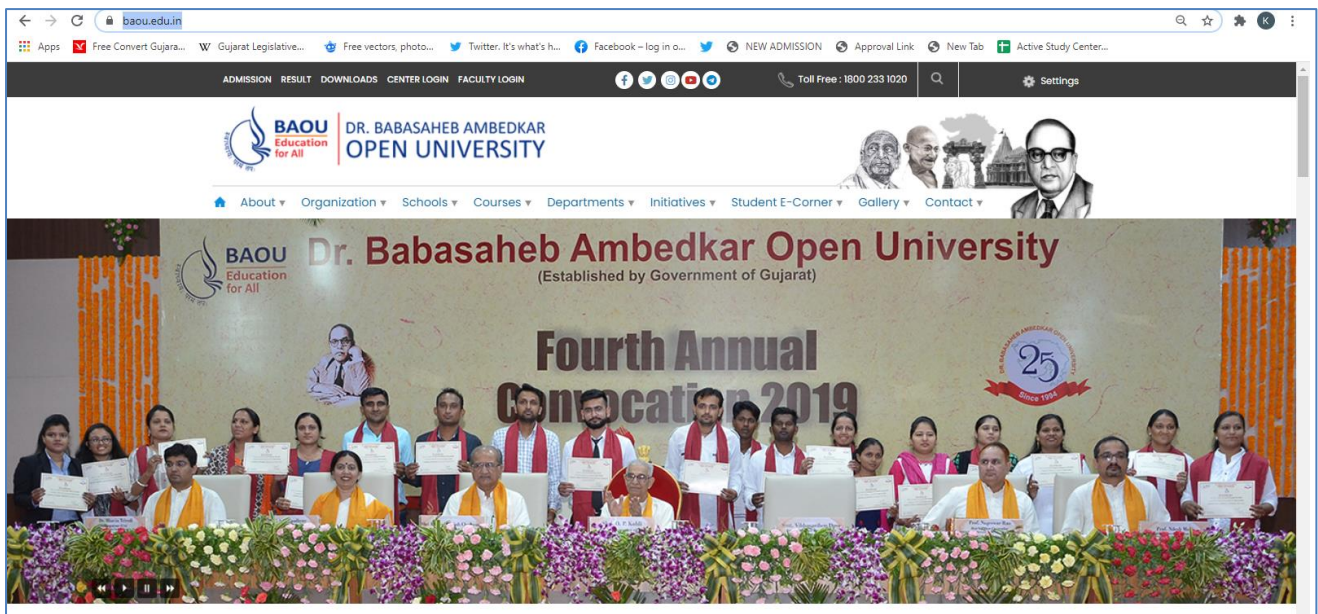
BAOU Website URL : <https://baou.edu.in/>

3.1 Navigation from Home Page

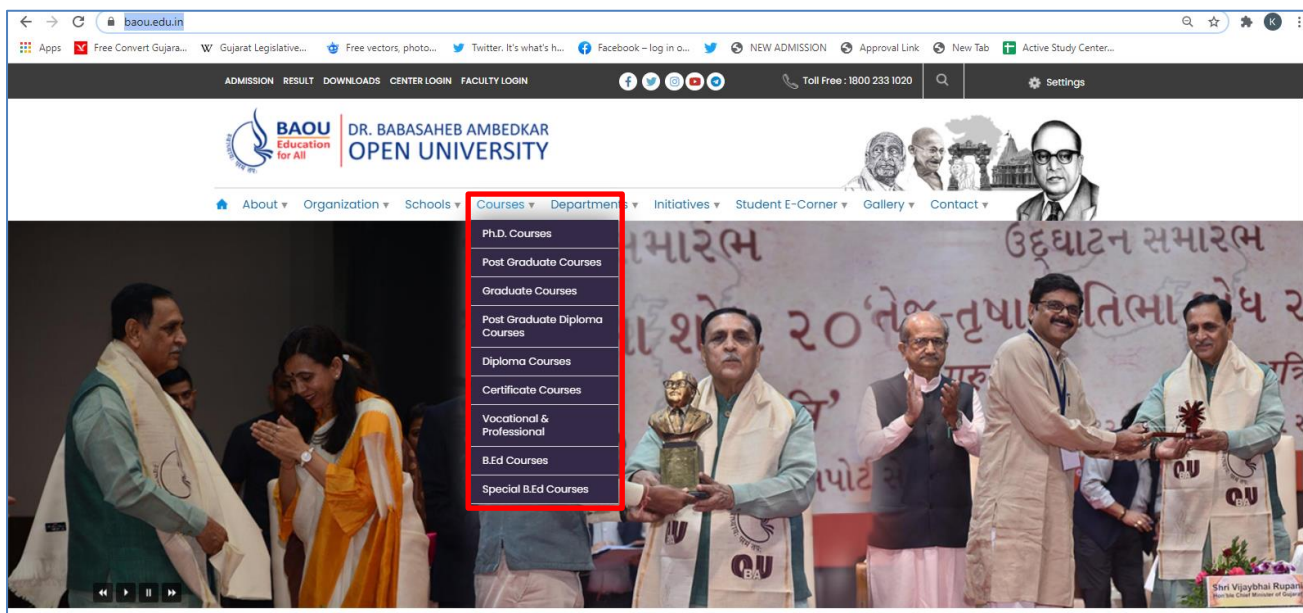


3.2 Navigation of BBAAT pages

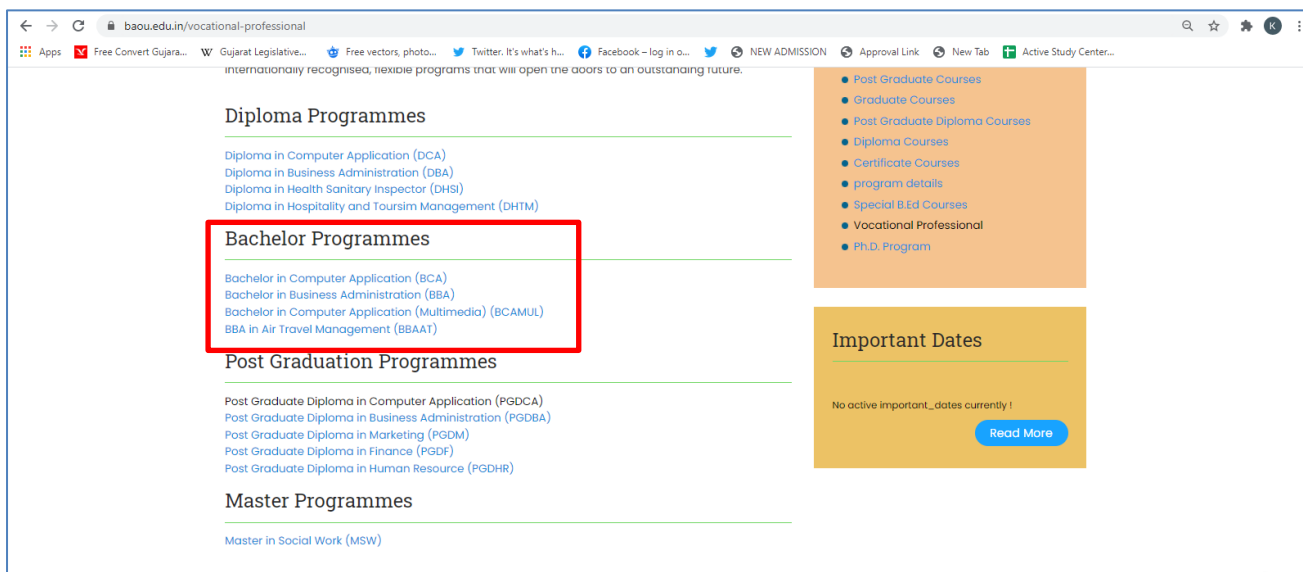
Step-1 : Visit <https://baou.edu.in/> website.



Step-2 : Click to 4th Section from left side Course, Click Vocational and Professional Courses.



Step-3 : Select Bachelor Programmes



4. BBA(AT) (Revised) Programme Syllabus

BBAATR-101 INTRODUCTION TO HOSPITALITY

INTRODUCTION TO HOTELS, COMMUNICATION AND FRONT OFFICE ORGANISATION

BLOCK I

Unit 1

HOTEL INDUSTRY

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

Unit 2

INTRODUCTION TO TOURISM INDUSTRY

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

Unit 3

THE TOURISM SECTOR

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

BLOCK II

THE INDIAN TOURISM SCENARIO

Unit 1

TRAVEL-RELATED PRODUCTS

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

Unit 2**INTERNATIONAL TOURISM ORGANISATIONS**

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

Unit 3**ECO TOURISM AND ADVENTURE TOURISM**

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

**BLOCK
III****HOTEL OPERATIONS****Unit 1****DIVISIONS OF HOTEL**

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

Unit 2**FRONT OFFICE DEPARTMENT**

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

Unit 3**FOOD & BEVERAGE DIVISION**

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

Unit 4**OTHER DIVISIONS**

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

**BLOCK
IV****MICE TOURISM****Unit 1****RECREATION AND LEISURE**

Objectives, Introduction, Recreation, Public Recreation and Parks Agencies, Commercial Recreation / Non Commercial Recreation,

Theme Parks, Clubs and City Clubs, Voluntary Organization, Leisure

Unit 2 MEETING, INCENTIVES, CONVENTIONS AND EXHIBITION

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

Unit 3 MICE TOURISM IN INDIA

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

Unit 4 CAREER OPPORTUNITIES ON HOSPITALITY AND TOURISM INDUSTRY

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

BBAATR-102
English for Hotel and Tourism Industry

Block 1: Functional Verbal Communication
for the Hospitality and Airline Industry

Unit 1: Welcoming and Registering Guests
Communication from reception, registering their names and settling them in the rooms.

Topics: Welcoming guests, Common Dialogues with Guests, Dialogues with Staff, Vocabulary for various rooms and services at the hotel.

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

Unit 2: Telephonic Communication

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

Unit 3: Communicating to Describe Dishes and Airline Operations

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

Unit 4: Overview of Grammar of the English Language

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

Block 2: Functional Written Communication
for the Hospitality and Tourism Industry

Unit 5: Email Writing

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

Unit 6: Letter Writing

Topic: Letter Writing Basics/Types of Business Letters: Cover Letter/Complaint Letter/ Collection Letters/Business Quotation Letters

Unit 7: Message Notice Writing

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

Unit 8: Recipe and Itinerary Writing

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

Block 3: Functional Interpersonal Communication
for the Hospitality and Tourism Industry

Unit 9: Non-Verbal Communication

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

Unit 10: Solving Customer Problems

Topic: Resolving Customer Complaints in the Hospitality Industry, Resolving Customer Complaints in the Airline Industry,

Grammar Component: Conjunctions and Prepositions

Unit 11: Communicating at Interviews

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

Unit 12: Handling Meetings and Presentations

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

Block 4: Communicating with the Media and Large Groups

Unit 13: Communicating for the Social Media

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

Unit 14: Communicating with the Mass Media

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

Unit 15: Communicating for Guided Tours

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

Unit 16: Career Options and Terminology

Topics: Detailed list and vocabulary for Career Options in the Hospitality and Airline Industry.

BBAATR-103
PRINCIPLES OF MANAGEMENT

BLOCK 1: INTRODUCTION TO MANAGEMENT

UNIT 1: NATURE AND FUNCTIONS OF MANAGEMENT

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

UNIT 2: MORE ON MANAGEMENT

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

UNIT 3: HISTORY OF MANAGEMENT

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

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

UNIT 1: PLANNING

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

UNIT 2: DECISION-MAKING

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

UNIT 3: ORGANIZATION AND ORGANIZATION STRUCTURE

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

UNIT 4: STAFFING

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

BLOCK 3: DIRECTION, SUPERVISION, CONTROLLING AND COORDINATING

UNIT 1: DIRECTION AND SUPERVISION

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

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

UNIT 2: CONTROLLING

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

UNIT 3: CO-ORDINATION

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

BLOCK 4: MORE ON MANAGEMENT

UNIT 1: MOTIVATION AND LEADERSHIP

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

UNIT 2: COMMUNICATION

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

UNIT 3: SOCIAL RESPONSIBILITIES OF BUSINESS

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

UNIT 4: STRATEGIC MANAGEMENT

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

BBAATR-104
GEOGRAPHY OF TOURISM

BASICS OF TOURISM AND GUJARAT TOURISM

BLOCK I

Unit 1

Basics of tourism and tour operations

Objectives, Introduction, Elements of tourism supply chain, Tour operator, How to make a tour package

Unit 2

Travel itinerary

Objectives, Introduction, Types of itinerary, Do's And Don'ts of Itinerary Preparation

Unit 3

Gujarat tourism

Objectives, Introduction, Meaning of the name and history, Geography, Culture, Some famous tourist destinations, The World Heritage city of Ahmedabad, USP of Gujarat, MICE tourism in Gujarat, Promotional strategy of Gujarat Tourism, Future of Gujarat Tourism, Use of digital technology in tourism promotion in Gujarat, SWOT Analysis

BLOCK II

PHYSICAL GEOGRAPHY OF INDIA AND IMPORTANCE IN TOURISM

Unit 1

Importance of geography in tourism

Objectives, Introduction, Tourism, Contributions of geography, Basic geographical terms, Geographical components of tourism, Major geographical regions for tourist activities, Geographical resources

Unit 2

The geography of India

Objectives, Introduction, The geography of India, Northern plains of India, The peninsular plateau, Indian deserts, The coastal plains of India, The islands in India, Types of soil in India, River system of India, The climate of India

Unit 3

Mountain passes and peaks of India

Objectives, Introduction, Mountain passes, Mountain peaks of India,

Unit 4

Island geography of India

Objectives, Introduction, Formation of Islands,

Types of Islands, Indian Islands, Arabian Sea Islands, Kavaratti, Kalpeni, Minicoy Island, Kadmat Island, Agatti Island, Bangaram Island, Bay of Bengal Islands, Port Blair, Ross Island, Other Islands

BLOCK III

HUMAN GEOGRAPHY OF INDIA AND ITS IMPACT

Unit 1

Major religions of India

Objectives, Introduction, Hinduism, Buddhism, Jainism, Islam, Hijrat, Festivals in Islam, Christianity, Festivals

Unit 2

Religious centres of India

Objectives, Introduction, Religious centers of Hinduism, Religious centers of Buddhism, Religious centers of Jainism, The religious centers of Sikhism, Religious centers of Christianity in India, Religious centers of Islam

Unit 3

The natural and cultural geography of India

Objectives, Introduction, Natural heritages of India, Mountain ranges, Hill stations of India, Wildlife sanctuaries and national parks in India, Cultural geography of India, Dance forms of India, The Handicrafts of India

BLOCK IV

TOURISM GEOGRAPHY AND REGULATORY AUTHORITIES

Unit 1

States of India

Objectives, Introduction, Kerala, Categories of the tourism product, Rajasthan, Madhya Pradesh, Top destinations in Himachal Pradesh, Various famous cities

Unit 2

Monuments of India

Objectives, Introduction, Monuments of India,

Unit 3

Museums of India

Objectives, Introduction, Types of museum, Natural history museum,

Unit 4

Tourism organizations

Objectives, Introduction, United Nations World Tourism Organisation, India Tourism Development Corporation, Pacific Asia Travel Association, Archaeological Survey of India, Travel Agents Association of India, International air transport Association, Indian Association of tour operators, Civil Aviation, World travel and tourism Council, International Union of conservation of nature,

BBAATR-105
Air Hostess & Cabin Crew Management

Block 1

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

Unit 1

Importance of Grooming, Diet and Exercise, and Hygiene

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

Unit 2

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

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

Unit 3

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

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

Unit 4

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

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

Block 2

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

Unit 1

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

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

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

Unit 2

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

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

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

Unit 1

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

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

Unit 2

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

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

Unit 3

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

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

Block 4

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

Unit 1

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

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

Unit 2

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

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

Unit 3

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

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

BBAATR-106
FRONT OFFICE MANAGEMENT

INTRODUCTION TO HOTELS, COMMUNICATION AND FRONT OFFICE ORGANISATION

BLOCK I

Unit 1 Classification of Hotels

Objective, introduction, Broad Classification of Hotels

Unit 2 Interdepartmental Communication

Objectives, Introduction, Role of front office, Marketing and sales department, Housekeeping department, Food and beverage Department, Banquet Department, Accounts, Maintenance or engineering Department, Security Department, Human Resources Management Department, The Role Of Total Quality Management in Effective Communication

Unit 3 Front Office Organisation

Objectives, Introduction, Front Office Functions, Sections And Layout Of Front Office, Organisation Of Staff, Attributes Of Front Office

BLOCK II **INTRODUCTION TO GUEST STAY CYCLE, NIGHT AUDITING AND PLANNING AND EVALUATION OF FRONT OFFICE**

Unit 1 GUEST CYCLE AND ROOMS RESERVATION

Objectives, Introduction, Guest Cycle, Rooms Reservation

Unit 2 REGISTRATION

Objectives, Introduction, Pre-Registration, Registration, Check-In Procedures

Unit 3 THE NIGHT AUDITOR

Objectives, Introduction, Functions Of Night Audit, Role Of Night Auditor, Trial Balance/ Accounts Receivable, Posting Of Room Charges, Distributing Charges, Audit Procedure Credit, Other Duties Of Night Auditor

Unit 4 PLANNING AND EVALUATION OPERATIONS

Objectives, Introduction, Management Functions, Establishing Room Rates, Forecasting Room Availability, Budgeting For Operation, Evaluation Of Front Office Operation

BLOCK III **PUBLIC RELATIONS, QUALITY SERVICE AND GUEST COMPLAINT HANDLING**

Unit 1 INTRODUCTION TO PUBLIC RELATION

Objectives, Introduction, Origin Of Public Relations, What Is Public Relation, Public Relation Techniques, Public Relation Process, Publicity

Unit 2 PUBLIC RELATIONS

Objectives, Introduction, Public Relation And Man, Public Relation In Hotel, Qualities Of A Public Relations Officer, Public Relation In Tourism, Public Relation Tactics, Public Relations And Internal,

External Public Relations

Unit 3

FRONT OFFICE AND GUEST – DELIVERING QUALITY SERVICES

Objectives, Introduction, Making First Impressions, Being Professional, Delivering Services During Guest Visits, Evaluating Guests Services

Unit 4

GUEST SERVICES AND HANDLING GUEST COMPLAINTS

Objectives, Unit Introduction, Various Guest Services, Guest Complaints

**BLOCK
IV**

IMPORTANCE OF COMMUNICATION

Unit 1

COMMUNICAITON AND FRONT OFFICE

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

Unit 2

BUSINESS CORRESPONDENCE

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

Unit 3

PROPERTY MANAGEMENT SYSTEM

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

Unit 4

CHECK OUT AND SETTLEMENT

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

BBAATR-107
PRINCIPLES AND PRACTICES OF TOURISM

INTRODUCTION TO HOSPITALITY AND TOURISM

BLOCK I

Unit 1

CONCEPT OF TOURISM AND INDUSTRIAL BACKGROUND

Objectives, Introduction, Tourism: the Basic Concept, Tourism: Meaning and Definition, The Tourist, Tourism, Recreation, Leisure and Their Inter relationship

Unit 2

PSYCHOLOGICAL DIMENSIONS AND MOTIVATIONS OF TRAVEL

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

Unit 3

TOURISM: TYPES, FORMS, PRODUCTS AND ATTRACTIONS

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

Unit 4

INDIAN TOURISM

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

BLOCK II

MODES OF TRANSPORT

Unit 1

ROAD TRANSPORT IN INDIA

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

Unit 2

RAILWAYS

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

Unit 3

AIR AND SEA TRANSPORT IN INDIA

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

BLOCK III

TOURIST CIRCUITS

Unit 1

WILDLIFE SANCTUARY AND NATIONAL PARKS

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

Unit 2

FAMOUS PILGRIMAGE PLACES OF INDIA

Objectives, Introduction, Pilgrimage, Kumbh Mela, Char Dham, Badrinath, Dwarka, Jagannath, Rameshwaram, Vaishnodevi, Palitana, Ajmer Dargah

Unit 3

TOURIST CIRCUITS: MEANING & EXAMPLES

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

**BLOCK
IV**

TOURISM ORGANIZATIONS AND PLANNING

Unit 1

TOURISM ORGANISATIONS - I

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

Unit 2

TOURISM ORGANISATIONS - II

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

Unit 3

SUCCESSFUL TOURISM PLANNING

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

Unit 4

THE CONCEPTS OF MARKETING

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

BBAATR-108
COMPUTER RESERVATION SYSTEM (PRACTICAL + THEORY)

FUNDAMENTALS OF COMPUTER

**BLOCK
I**

Unit 1 DIGITAL ANATOMY OF COMPUTER

Objectives, Introduction, Operating system (OS), Linux-kernel based, and UNIX based

operating system, Hardware, Graphics card

Unit 2 WORD PROCESSOR

Objectives, Introduction, free and paid word processor, LibreOffice Writer, Microsoft Word

Unit 3 SPREADSHEETS

Objectives, Introduction, few popular spreadsheet programs below, few advance formulas used in Microsoft Excel, Formula auditing

Unit 4 PRESENTATION PROGRAM

Objectives, Introduction, few popular presentation programs or software, Microsoft PowerPoint, SlideRocket, Preventive maintenance and cleaning of computer, Software preventive maintenance

**BLOCK
II**

WORLD GEOGRAPHY

Unit 1 WORLD DIVISION

Objectives, Introduction The Continents of the World, The Seven Continents of the World,

Unit 2 ITINERARY PLANNING LOCATION

Objectives, Introduction, Airport Codes, Airline Codes or Designators, Accounting Code or Prefix Code, Reference list of IATA, ICAO and Prefix Codes of Airlines across the globe

Unit 3 DIRECTION OF TRAVEL

Objectives, Introduction, Traffic Conference Area 1 (TC 1), Traffic Conference Area 2 (TC2), Traffic Conference Area 3 (TC 3), Global Indicators, South East Asia or South Atlantic (SA)

**BLOCK
III**

BASIC ELEMENTS OF AIR FARE

Unit 1 ELEMENTS OF AIRFARE

Objectives, Introduction, Travel Class, Fare Basis Codes, Types of Airfare, Basic Terms Related to Fare Formula,

Unit 2 CURRENCY CONVERSION

Objectives, Introduction, Neutral Unit of Construction (NUC) , IATA Rate of

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

Unit 3

TICKET STOCK

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

Unit 4

PAYMENT PROCEDURE

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

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

**BLOCK
IV**

COMPUTER RESERVATION SYSTEM (CRS)

Unit 1

BACKGROUND OF COMPUTER RESERVATION SYSTEM (CRS)

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

Unit 2

GLOBAL DISTRIBUTION SYSTEM

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

Unit 3

PASSENGER AIR TARIFF

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

BBAATR-109
Flight Catering

Introduction to Flight Catering & Flight Catering Industry

**BLOCK
I**

- Unit 1 Background of Flight Catering**
Historic development, Importance, characteristics, role of stake holders, Evolution and development of Indian flight industry,
- Unit 2 The Flight Catering System**
Introduction, characteristics, development, issues and trends
- Unit 3 Pricing of Flight Meals**
Pricing factors, viability, trends and behaviour, flight type and class
- Unit 4 Passengers Appetite and Behaviour**
Passengers food Acceptance, Food Sensory Analysis, food and mood, environment and food, effects of specific foods

BLOCK Flight Catering Supply Chain and Inventory Management
II

- Unit 1 Basics of Flight Catering Supply Chain and Inventory**
Supply chain, role and responsibility of manufacturer, purchase specifications,, receiving, procedures, storage
- Unit 2 Inventory Management**
Definition, Types of inventory, stock valuation, supply, stock control and issuing
- Unit 3 Kitchen organisation & Management**
Layout, Equipments, design, hygiene and sanitation(HACCP), process, cold section, dishwashing, staffing
- Unit 4 Meal production & packing**
Convenient cooking, Definition of foods, Sauces and its derivatives, ,sandwich, Soup, Accompaniments and Garnish For Soup, Packaging, wastage control, food quality and safety

BLOCK International Logistics
III

- Unit 1 Transportation and Lodging**
Uplifts, vehicles, staffing, operational issues
- Unit 2 International Logistics**
Issues, logistic decisions, warehousing, transportation, loading system
- Unit 3 Airport Capabilities**
International & Local Supply, Current Issues & Future Development

BLOCK Flight Catering Information System
IV

Unit 1

Information System

Definition, requirement, advantages, customer feedback and expectation

Unit 2

Flight Catering Information System

Information flow, operation, barriers in implementations

Unit 3

Information Integrated System

Control, scheduling, issues, market segmentation information & management

5. Evaluation Scheme

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

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

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

5.1 Instructions for Assignments

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

I. Instructions for assignments

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

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


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

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

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

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

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



Dr. Babasaheb Ambedkar Open University

Course Name: _____

Subject Code: _____

Subject Name: _____

Name of Student: _____

Enrollment No.: _____

Name of the Study Centre: _____

Study Centre Code: _____

Date of Submission : _____

III. The assignments answers sheets should be hand written. However the s/w coding, snapshots, test cases etc. can be in the printed form.

IV. The learners should write each assignment separately. All the assignments

should not be written in continuity.

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

6. Other Useful Information

6.1 Requirement to seat in terms end examination

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

6.2 Scholarship

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

6.3 Rules of fees refund

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

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

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

6.5 Allotment of the Learners Support Centre/ Study Centre

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

6.6 Changes in Address

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

6.7 Policy on pursuing two or more programmes simultaneously

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

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

6.8 Learner's Communication

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

6.9 Duplicate I-Card

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

7. Examination Centre

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

7.1 Examination Fees

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

7.2 Programme Coordinator

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

7. Some Useful Addresses

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

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

2

- 6 Recreation of special population includes _____.
A Mentally ill B Mentally retarded
C Physically challenged D All of these
- 7 Leisure time will be used more actively for _____.
A Mental development B Physical exercise
C Both A and B D None of these
- 8 Increase length of stay provide opportunity to _____.
A Exceed costs B Sell local products
C Expenditure on meal D All of these
- 9 _____ can increase local economic impact.
A Artwork B Craft
C Festival D All of these
- 10 _____ is considered as a special event.
A Sporting events B Festivals
C Social events D All of these

Part – B (Do as Directed)

(10)

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

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

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

Section A

Answer the following (Attempt any three) (30)

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

Section B

Answer the following (Attempt any four) (20)

1. Explain nature of communication in brief.
2. Elaborate Directions of organizational communication in your words.
3. How will you describe "Delegation of authority"? – Explain.
4. Explain Assertion with the help of three line assertion message.
5. Write Job application to ABC Ltd. mentioning required details.
6. Write a short note on research paper writing.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 I _____ tennis every Sunday morning .
 - a playing
 - b play
 - c am playing
 - d am play
- 2 Don't make so much noise. Neha _____ to study for her end semester test!
 - a try
 - b tries
 - c tried
 - d is trying
- 3 Jaimin _____ his teeth before breakfast every morning.
 - a will cleaned
 - b is cleaning
 - c cleans
 - d clean
- 4 He wants to get a better _____ and earn more money.
 - a employ
 - b job
 - c work
 - d employment

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

Part – B (Do as Directed)

(10)

Check below questions are grammatically true or not

- 1 Who took Mr. Samir Gopalan to the airport yesterday?
- 2 Where in Singapore did you live?
- 3 They first met when they were working for a big company in Madrid.
- 4 Sandra told me she really enjoys the party last week.
- 5 We went skiing last winter.
- 6 Have you use to live in France?
- 7 Before email, people were used to write a lot more letters.
- 8 I remember my grandfather as a very kind man who didn't never lose his temper.
- 9 Before they built the flats, that's where the old garage used to be.
- 10 I don't use to take much exercise, but now I go to the gym regularly.

- 5 Which of the following steps are consists in delegation process?
 - A Assignment of work
 - B Granting of authority
 - C Creation of obligation
 - D All of these
- 6 Which of the following planning are undertaken by managers in organization?
 - A Corporate planning
 - B Strategic planning
 - C Both A & B
 - D None of these
- 7 _____ Coordination is exists between different departments such as production, sales, purchasing, finance personnel etc.
 - A vertical
 - B Horizontal
 - C Vertical and horizontal
 - D None of these
- 8 A _____ is a goal setter , planner , executive, expert, group representative and symbol of the group
 - A Leader
 - B Workers
 - C executive
 - D Equity holders
- 9 Mission statement should be _____
 - A Customers oriented
 - B Future oriented
 - C Dynamic
 - D All of these
- 10 MBO stand for _____
 - A Management by organization
 - B Manager by objective
 - C Management by objective
 - D None of these

Part – B (Do as Directed)

(10)

State Weather the Following Statement are True or False

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

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

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

Section A

Answer the following (Attempt any three) (30)

1. Define tourist and State who is a tourist?
2. Define tourism and explain tourism through the ages.
3. State the basics of itinerary planning ?
4. Explain role of Travel Agent.
5. Explain the effects on tourism after industrial revolution.

Section B

Answer the following (Attempt any four) (20)

1. Define aims of tourism and significance of planning.
2. State the West Indian Cuisine of India.
3. Explain adventurous travel.
4. Explain Kuchipudi dance.
5. Short Note on Pawagadh.
6. Explain advantages of Travel Agecencies.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 Which is the only drive -in beach in Kerala?
A Muzhuppilangad B Cherai
C Kovalam D Bakel
- 2 Bharatha Natyam is the classical dance form of
A Kerala B Tamil Nadu
C Andra Pradesh D Karnataka
- 3 Which of the following is not a UNESCO World Heritage Site?
A Taj Mahal B Western Ghat
C Bakel Fort D Red Fort
- 4 Which of the following is not a sub division of physical geography?
A Coastal Geography B Oceanography
C Climatology D Tourism Geography
- 5 An imaginary line drawn along the earth from North Pole to South Pole which divide the globe into Eastern Hemisphere and Southern Hemisphere is known as
A Equator B Prime Meridian
C Latitude D Longitude

- 6 Scenery includes
A Land Forms
B Water Forms
C Vegetations
D All the above
- 7 Which branch of Geography deals with the study of inner water molecules?
A Climatology
B Hydrology
C Oceanography
D Coastal Geography
- 8 Monsoon Tourism is practiced in
A November to February
B March to May
C June to September
D September to October
- 9 KTDC stands for
A Kerala Transport Development Corporation
B Kerala Travel Development Corporation
C Kerala Tourism Development Corporation
D None of these
- 10 Which of the following is not a natural diversity?
A Cherai Beach
B Thenmala
C Bakel Fort
D Varkkala Beach

Part – B (Do as Directed)

(10)

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

Dr. Babasaheb Ambedkar Open University
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| | | | |
|---------------------|---------------------|-------------------|----------------------|
| Course | : BBAAT | Date | : 08-Jan-2020 |
| Subject Code | : BBAAT-105 | Time | : 03:00pm to 06:00pm |
| Subject Name | : Basics of Account | Duration | : 03 Hours |
| | | Max. Marks | : 70 |

Section A

Answer the following (Attempt any three) (30)

1. What do you understand by the term 'Reserves'? What are the kinds of Reserves and how it is different from provision?
2. Explain the principles of accounting.
3. Define fixed, floating, fictitious, liquid and wasting assets and give two examples of each.
4. On *March 2017*, Farhan Rahim, starts wholesaling business. Following transactions as follows:
 1. He started business with capital of Rs. 15,000 and Land worth Rs. 10,000.
 8. Bought goods from Bilal and Friends Rs. 1,000 and by cash from XYZ Co. Rs 2,000.
 13. Sold goods to Rehman & sons Rs. 1,500 and sale by cash Rs. 5,000.
 17. Gave away charity of cash Rs. 50 and merchandising worth Rs. 30.
 21. Paid Bilal and Friends cash Rs. 975; discount received Rs. 25.
 28. Received cash from Rehman & Sons Rs. 1,450; allowed him discount of Rs. 50.Journalize the above transaction.
5. What are Final Accounts? Explain Trading Account, Profit and Loss Account and Balance Sheet.

Section B

Answer the following (Attempt any four) (20)

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

Section C

Part – A (Multiple Choice Questions) (10)

1. C and D entered into joint venture. D gives Rs. 50,000 to C. To which account this transaction will be recorded in the books of D ?
 - A No Entry
 - B Expense Account
 - C Joint Venture Account
 - D C'S Account

- 2 Joint Venture is aAccount
 - A Personal
 - B Real
 - C Nominal
 - D Memorandum
- 3 HO sends goods to branch at 20% profit on invoice price, therefore the percentage of profit on cost comes to –
 - A 15%
 - B 25%
 - C 33.33%
 - D 20%
- 4 Cash purchases Rs. 60,000, Credit Sales Rs. 3,52,000, Cash Sales Rs. 80,000, Closing Stock is Rs. 30,000, Opening Stock is Rs. 50,000, Rate of gross profit on cost is 20%, then credit purchases are:-
 - A 2,54,400
 - B 2,80,000
 - C 3,52,000
 - D 2,65,800
- 5 Bad debts written off always affected the-
 - A Debtor A/c
 - B Creditor A/c
 - C Cash A/c
 - D None of the above
- 6 Single entry system of book keeping is generally followed by –
 - A Small business
 - B Non Trading
 - C Large Business
 - D None of the above
- 7 Which is the odd account from the following accounts in context to debit balance or credit balance?
 - A Bills Payable A/c
 - B Creditors A/c
 - C Bills Receivable A/c
 - D Capital A/c
- 8 The abnormal loss of Rs 80,000 occurred in consignment business, the insurance company accepted 60% claim. The abnormal loss is –
 - A 80,000
 - B 40,000
 - C 32,000
 - D None
- 9 Change in the value of Fixed Assets are not recorded in accounts because of principle of –
 - A Conservatism
 - B Objectivity
 - C Going Concern
 - D None of the above
- 10 Why are the total of two sides of the balance sheet equal ?
 - A Cost Concept
 - B Dual Aspect Concept
 - C Equity Concept
 - D All of the above

Part – B (Do as Directed)

(10)

- 1 Liability
- 2 Net Margin
- 3 Payment
- 4 Petty Cash
- 5 Trade Discount
- 6 Receivables
- 7 Lessee
- 8 CFO
- 9 Bankruptcy
- 10 Accumulated Depreciation

- 5 Macroeconomics as a separate branch came to be studied after the contributions of which economist?
 A Samuelson B John Maynard Keynes
 C Adam Smith D F. Hayek
- 6 _____ the 'founding father of modern economics'?
 A John Maynard Keynes B Adam Smith
 C F. Hayek D Samuelson
- 7 a study of economics that deals with which 4 major factors households, firms, government and external sector is known as
 A Microeconomics B Macroeconomics
 C Both (A) and (B) D None of the above
- 8 Which goods are not included to calculate the final output
 A Primary goods B Secondary goods
 C Intermediate goods D None of the above
- 9 What is the sum total of gross value added of all the firms in the country?
 A Gross Domestic Product B Gross National Product
 C Net Domestic Product D Net National product
- 10 The term 'mixed economy' denoted
 A existence of both rural and urban sectors B existence of both private and public sectors
 C existence of both heavy and small industries D existence of both developed and underdeveloped sectors

Part – B (Do as Directed)

(10)

State whether the statement is TRUE or FALSE

- 1 Monopoly refers to a situation in which there is only one Buyer of a commodity for which there are many close substitutes.
- 2 A shift in demand is referred to as a change in quantity demanded.
- 3 There is a positive relationship between the quantity demanded of a commodity and its price.
- 4 The substitution effect holds that an increase in the price of a commodity will cause an individual to search for substitutes
- 5 If an increase in the price of one commodity leads to a decrease in demand for a second commodity, then the two commodities are complements.
- 6 Inferior goods are generally purchased at High levels of income but not at Low levels of income
- 7 An individual's supply curve is formulated under the assumption that price is held constant and all other determinants of demand are allowed to vary.
- 8 A change in the price of a commodity will cause the supply curve for that commodity to shift.
- 9 Mobile and SIM cards are substitutes.
- 10 If the independent individual consumer demand curves for a commodity are horizontally summed, the result is the market demand curve for the commodity.

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

Section A

Answer the following (Attempt any three) (30)

1. Explain the Parts of the Air Crafts.
2. Describe the Pax Service.
3. Discuss the Announcements Prior to take off(English).
4. What is Bleeding External? Explain the Bleeding External.
5. Explain the Cabin crew Duties and Responsibilities.

Section B

Answer the following (Attempt any four) (20)

1. Describe the Dress Code for Flight Attendant When not in Uniform.
2. Discuss the list of Documents Required to Process of Passport.
3. Explain the Meats, Poultry, and Seafood.
4. What is Chess? Explain the Chess.
5. Describe the Safety Demonstration.
6. Explain the Blue Chees.

Section C

Part – A (Multiple Choice Questions) (10)

1. What does "IATA" Stand for?
A International Air Travel Association B International Air Transport Association
C Informational Air Tourism Association D Inspirational Air Tourist Agreement
2. What two countries signed the "Open Skies Agreement" in 2007?
A China and Canada B Canada and Europe
C China and USA D Europe and USA
3. What force acts on the airplane to move it forward?
A Gravity B Drag
C lift D thrust
4. Which airline is currently leading in the Canadian Airline Industry?
A Sunwing B WestJet
C Air Canada D Jazz

- 5 What is "cold sharing"?
- A When two planes share an airline B When two airlines share a plane
 C When an airplane is too cold D When you travel to a warm destination, because Canada is too cold
- 6 What force acts on the airplane to make it come down.
- A gravity B lift
 C drag D thrust
- 7 What type of hydronic device is the yellow unit in this photo?
- A air separator B dirt eliminator
 C combo air separator and dirt eliminator D strainer
- 8 When Scheduled flights arrive at their destination hub, the connecting flight is usually within how many hours?
- A 1 hour B 2 hours
 C 3 hours D 4 hours
- 9 Passengers who choose an airline that is part of an alliance have
- A Less choice of routes and quicker journey times B Less choice of routes and slower journey times
 C More choice of routes and slower journey times D More choice of routes and quicker journey times
- 10 Why were Airline Regulations (rules) were written up
- A To ensure the safety of the passengers and employees B So that one airline wouldn't become too powerful
 C So to make sure airline could make more money from their customers D To stop the airlines competing against each other

Part – B (Do as Directed)

(10)

- 1 Types of Meals Served on Board.
- 2 What is Food?
- 3 What is the full form of CPR?
- 4 Driving is safer than air transportation. (True/False)
- 5 What is Air Line Cuisine?
- 6 It is essential for Airlines to create a relationship with customers. (True/False)
- 7 Airlines can charge a fee to tourists, travelling with overweight luggage. (True/False)
- 8 What is Hair Style?
- 9 Airlines purposely overbook flights, to prevent the loss of income to "no show" customers. (True/False)
- 10 What is Steaming?

- 4 Which of the following countries are separated by the Strait of Gibraltar?
 A Portugal and Morocco B Algeria and Spain
 C Morocco and Spain D Algeria and Portugal
- 5 Which of the following affects the Fly-By-Wire system?
 A EMI B Lightning strikes
 C Flying in powerful Radio/Radar region D Bad weather
- 6 What is EMC?
 A Electromagnetic capture B Electromagnetic compatibility
 C Electromagnetic combat D Electromagnetic course
- 7 What does the outer loop of an autopilot do?
 A Generate commands to the inner flight control loop B Access the flight control surfaces to control the pitch and roll of the aircraft
 C Access the flight control surfaces to control the altitude and heading of the aircraft D Generate commands for the pilot to follow
- 8 The aircraft whose attitude reference is solely based on the natural horizon follow

 A VFR B IFR
 C FAA Commands D Pilot
- 9 What altitude does FL540 correspond to?
 A 54000 ft B 5.4 ft
 C 54 ft D 5400 ft
- 10 Where was the first Fly-By-Light system used?
 A Bomber Aircraft B Fighter aircraft
 C Airships D Spacecrafts

Part – B (Do as Directed)

(10)

State Weather the Following Statement are True or False

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

Dr. Babasaheb Ambedkar Open University
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| | | | |
|---------------------|------------------------|-------------------|----------------------|
| Course | : BBAAT | Date | : 13-Jan-2020 |
| Subject Code | : BBAAT – 110 | Time | : 03:00pm to 06:00pm |
| Subject Name | : Computer Application | Duration | : 03 Hours |
| | | Max. Marks | : 70 |

Section A

Answer the following (Attempt any three) (30)

1. Computer is very much organized device in which the process is carried out in proper sequence. Justify. Also explain various characteristics of a Computer.
2. Explain any 10 MS-DOS commands with its syntax and example.
3. Write a note on:
 - a) Notepad
 - b) WordPad
4. Discuss various applications of Information System.
5. Explain in detail topological classification of network.

Section B

Answer the following (Attempt any four) (20)

1. What are the types of printers? Explain any one printer in detail.
2. Discuss different types of operating system.
3. Classify Icons and explain in detail.
4. What are the capabilities of computer?
5. Write a short note on: Communication Media.
6. What are search engines? Explain specialized search engine in detail.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 Major types of computer is / are:

| | |
|-----------|--------------------|
| A Digital | B Analog |
| C Hybrid | D All of the above |
- 2 MS-DOS consists of

| | |
|---------|--------------------|
| A BIOS | B Kernel |
| C Shell | D All of the above |
- 3 CPU stands for

| | |
|---------------------------|----------------------------|
| A Central Power Unit | B Computer Processing Unit |
| C Central Processing Unit | D Computer Power Unit |
- 4 File access methods are:

| | |
|---------------------|-----------------|
| A Sequential Method | B Random Method |
| C Parallel Method | D Only A and B |

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

Part – B (Do as Directed)

(10)

- 1 Analog Computers process data and input in discrete form – True / False?
- 2 Convert Decimal to Binary:
 $(9364)_{10} \rightarrow (\quad)_2$
- 3 Fill in the blank:
 _____ is the interface between user and the computer.
- 4 Define: File.
- 5 A folder consists of files and sub-folders. True / False?
- 6 MODEM stands for:
- 7 Data is derived from information. True / False?
- 8 Fill in the blank:
 Websites are handled via software called as _____.
- 9 Value Added Network (VAN) is a public network. True / False?
- 10 Give full form of E-Mail.

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

Section A

Answer the following (Attempt any three) (30)

1. Discuss the development of modern transport System.
2. What do you mean by Automated Flight Bookings? Explain.
3. What are the different types of Tour and Tour Operators? Explain any 5 types.
4. Explain the Car Rental Industry.
5. Discuss the preparation of a tour in detail.

Section B

Answer the following (Attempt any four) (20)

1. Explain special categories of pax
2. What do you mean by Accommodation Products? Explain in Brief.
3. Give differences between Car carrying trains and luxury trains ?
4. What are different types of Cruises? Explain in Brief.
5. Write short notes on :
Travel Motivators
Role of Motivators
Importance of Motivators
Technological factors
6. What are escorted Tours ? Explain in Brief.

Section C

Part – A (Multiple Choice Questions) (10)

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

- 4 The number of affiliate members of the WTO is
 A 270 B 170
 C 272 D 172
- 5 The first tourism policy was implemented in
 A 1980 B 1981
 C 1982 D 1983
- 6 Which of the following is a private sector tourism organization in India
 A TAAI B WTO
 C OPEC D IATA
- 7 A person is considered to be a resident in a country if the person has lined for -----
 -----in the country.
 A 6 months B One year
 C 8 months D Two year
- 8 The main aim of the tourism industry in India is
 A To spread word of mouth & create repeat visitors B To spread word of mouth
 C Create repeat visitors D None of these.
- 9 Which statistics measures tourism trips
 A Value statistics B Volume statistics
 C Expenditure statistics D None of these
- 10 which of the following is a cultural tourist attraction?
 A Museums B National park
 C Arts D Folk Lore

Part – B (Do as Directed)

(10)

- 1 Give full form of IATA
- 2 Where are the regional offices of FHRAI located
- 3 What is full form of PNR
- 4 Enlist few names of GDS companies
- 5 What is meaning of special service code, give any 2 examples.
- 6 Define connecting flight.
- 7 Define itinerary
- 8 Enlist type of cruises &ships
- 9 Define upgrade
- 10 Define Corporate Rate

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

Section A

Answer the following (Attempt any three) (30)

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

Section B

Answer the following (Attempt any four) (20)

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

Section C

Part – A (Multiple Choice Questions) (10)

1. PSE stands for_____.
A Psychological Stress evaluator B Physical Stress evaluator
C Partial Stress evaluator D None of the above
2. FARs stands for _____.
A Federal Aviation Regulations B Foreign Aviation Regulations
C Future Aviation Regulations D None of the above
3. One of the unresolved problems of industry is _____.
A Catering B Baggage handling
C Security checking D None of the above
4. At present, carry-on items are limited to under seat size, which is defined as _____ inches.
A 15x25x10 B 25x15x8
C 13x23x9 D 20x10x10
5. GIT stands for_____.
A Group Inclusive Tour B Ground Inclusive tour
C Group Intended Tour D Ground Intended Tour

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

Section A

Answer the following (Attempt any three) (30)

1. Explain the procedures of handling complaints?
2. Draw the format of Night Audit Report & discuss?
3. Write note on Management Functioning of Front Office?
4. Discuss in details of Check Out Procedure?
5. Write details of formulation of Room Rate?

Section B

Answer the following (Attempt any four) (20)

1. Write short note on importance of planning in front office?
2. What is the job description of Reservation Assistant?
3. Explain Overbooking & How it helps in revenue management?
4. Write a note on Budgeting?
5. Explain European Plan & Continental Plan?
6. Draw the format of C Form and its application?

Section C

Part – A (Multiple Choice Questions) (10)

- 1 A Transit hotel is also known as
A Boatel
B Airport Hotel
C Apartotel
D Business Hotel
- 2 American Plan includes
A All Meals & Room Tariff
B Only Breakfast & Room Tariff
C Only Dinner & Room Tariff
D Only Room Tariff
- 3 Cabana is a type of Room for
A Changing
B Sleeping
C Dinner
D Spa & Massage
- 4 Room Status Report is generated for
A Arrival
B Departure
C Stay
D Maintenance
- 5 CIP stand for people of
A Leisure
B Corporate
C Commercial
D Condominium

- 6 Sales promotion includes
- | | |
|--------------|----------------------|
| A Up selling | B Suggestive Selling |
| C Promotions | D All the above |
- 7 Basis of Charging Room Rate is
- | | |
|-------------|--------------------|
| A Room Type | B Room Facilities |
| C Interior | D Location of Room |
- 8 Global distribution System helps in
- | | |
|---------------|---------------|
| A Receiving | B Reservation |
| C Information | D Cashiering |
- 9 Guest History Card is used for
- | | |
|---------------------------|---------------------------|
| A Personalize the Service | B Maintain the service |
| C Monitor the service | D Terminating the service |
- 10 Density Chart is maintain for
- | | |
|-------------|---------------------|
| A Room | B Lobby |
| C Bell Desk | D None of the above |

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

(10)

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

- 5 India's first domestic air flight took place in 1932
 - A Delhi Karachi
 - B Delhi Mumbai
 - C Delhi Calcutta
 - D Delhi Lahore
- 6 World's most Busy airport is in
 - A Dubai
 - B London
 - C Delhi
 - D Newyork
- 7 First Person to take Space Vacation is
 - A Denniess Tito
 - B Ratan Tata
 - C Bill Clinton
 - D Bill Gates
- 8 How many International Air Ports are there in India
 - A 14
 - B 10
 - C 30
 - D 19
- 9 A person who changes his location is called
 - A Traveler
 - B Tourist
 - C Visitor
 - D None of these
- 10 Another name of medical tourism
 - A Health Tourism
 - B Rest Tourism
 - C Ayurvedic Tourism
 - D Eco Tourism

Part – B (Do as Directed)

(10)

Define the Terms

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

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

Section A

Answer the following (Attempt any three) (30)

1. Explain tourist places in London.
2. Explain the importance of French cuisine in tourism.
3. Explain why Egypt's ancient monuments form a source of tourism
4. Explain the effects on tourism after industrial revolution.
5. Explain reservation system and travel business.

Section B

Answer the following (Attempt any four) (20)

1. Write a short note on modes of transport in China
2. Give a short note on cuisine of China.
3. Write a brief note on tourist attraction of Australia. Any three.
4. Define aims of tourism and significance of planning.
5. Explain adventurous travel.
6. Write a short note on sustainable tourism.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 Nilgiri Mountain Railway is situated in
A Kerala B Tamil Nadu
C Karnataka D Gujarat
- 2 Eco-Tourism is a
A Responsible Tourism B Ethnic Tourism
C Volunteer Tourism D Pilgrimage Tourism
- 3 Black Tourism is popularly known as
A Cultural Tourism B VFR Tourism
C Dark Tourism D Adventure Tourism
- 4 The branch of geography which deals with the study of infrastructural development in an area.
A Political Geography B Development Geography
C Environmental Geography D Historical Geography
- 5 The word meaning of Geography is
A Writings about the earth B Physical divisions of earth
C Study of environment D None of these

- 6 Scenery includes
A Land Forms
B Water Forms
C Vegetations
D All the above
- 7 Which branch of Geography deals with the study of inner water molecules?
A Climatology
B Hydrology
C Oceanography
D Coastal Geography
- 8 Monsoon Tourism is practiced in
A November to February
B March to May
C June to September
D September to October
- 9 KTDC stands for
A Kerala Transport Development Corporation
B Kerala Travel Development Corporation
C Kerala Tourism Development Corporation
D None of these
- 10 Which of the following is not a natural diversity?
A Cherai Beach
B Thenmala
C Bakel Fort
D Varkkala Beach

Part – B (Do as Directed)

(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
- 6 Name two religions of India.
- 7 Name two dance forms of Rajasthan.
- 8 Name two Cuisines of North India
- 9 Name two events in Australia
- 10 Full form of CRS

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

Section A

Answer the following (Attempt any three) (30)

1. Perception has a strong link with Organization Behavior. – Discuss.
2. Discuss various ways to change the attitude of an employee.
3. Explain Classical conditioning theory in depth.
4. Identify the difference between power and authority.
5. Discuss interpersonal sources of power.

Section B

Answer the following (Attempt any four) (20)

1. Why do organizations exist?
2. Discuss few internal contingency factors in the organization.
3. What is matrix organizational structure?
4. Feedback has a very powerful effect on behavior of personnel. – How?
5. Differentiate between type A and type B personalities.
6. Leadership refers to the ability of one individual to influence others.

Section C

Part – A (Multiple Choice Questions) (10)

1. The three levels of power are _____?
A Institutional, national, individual B Processional, institutional, organisational
C Processional, organisational, national D None of the above
2. Which of these are characteristics of an effective control system?
A it should be subject to continual review B it should report deviations from desired standards as soon as possible
C it should be able to determine corrective action D all of the above
3. Groups which are formed as the consequence of organisational structure and work division are known as:
A informal groups B target groups
C formal groups D operational groups

- 6 According to the manual, how many areas are accommodations provided in?
 A 3 B 2
 C 4 D 6
- 7 Which laws include provisions for accommodations for instructional activities and state wide assessments? (choose as many as apply)
 A ESSA (Every Student Succeeds Act) B IDEA
 C Section 504 (American's with Disabilities Act and the Rehabilitation Act of 1973) D Brown v. Board of Education
- 8 What is the primary reason for providing accommodations for a student?
 A The effect of the disability on the student's ability to increase, maintain or improve academic performance.
 C The butterfly effect
 B The effect of the teacher's ability to teach the student how to increase, maintain or improve academic performance.
 D The effect of the parent's ability to advocate for technology to increase, maintain or improve academic performance.
- 9 Who is eligible for accommodations?
 A Any student with a disability who has been evaluated and determined to have a disability under IDEA or Section 504.
 C Any student who has been evaluated but not determined to have a disability under IDEA or Section 504.
 B Any student with a disability who has been evaluated and determined to have a disability under only IDEA.
 D Any student without a disability who needs help in content areas and maintaining attention.
- 10 An astronaut is trying to move from one area of the space shuttle to another. What accommodations does this astronaut need?
 A Velcro boots B spacesuit
 C handle bars D oxygen

Part – B (Do as Directed)

(10)

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

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

Section A

Answer the following (Attempt any three) (30)

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

Section B

Answer the following (Attempt any four) (20)

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

Section C

Part – A (Multiple Choice Questions) (10)

Match the pairs with English to French words

| | | | |
|----|-------------|---|----------------|
| 1 | Eggplant | - | drink |
| 2 | Mushroom | - | eau |
| 3 | Cauliflower | - | gingembre |
| 4 | Corn | - | sel |
| 5 | Potato | - | serveur |
| 6 | Water | - | pomme de terre |
| 7 | Boire | - | chou-fleur |
| 8 | Waiter | - | aubergine |
| 9 | Ginger | - | champignon |
| 10 | Salt | - | maïs |

Part – B (Do as Directed)

(10)

Translate the sentence in French or English as per requirement

- 1 The woman drinks water
- 2 “What does that mean?”
- 3 *Où est...?*
- 4 *La carte/le menu, s’il vous plaît.*
- 5 “I can’t eat...”
- 6 “Thanks a lot”
- 7 Nice to meet you!
- 8 *Comment allez-vous?*
- 9 Can you help me please!
- 10 *Je ne parle pas (beaucoup de) français*

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

Section A

Answer the following (Attempt any three) (30)

1. Describe the types of carriers.
2. Write a note on India's Open Skies Policy on Air Cargo.
3. Write a note on 'Container Rate'.
4. Describe the types of Loads.
5. Describe the Cargo security checklists in context to 'Barriers'.

Section B

Answer the following (Attempt any four) (20)

1. Discuss the relationship of Air cargo to Trade and GDP.
2. Discuss the factors determine Airport Competitiveness.
3. Write a note on 'Specific Commodity Rate'.
4. Discuss the duties of guards in context to Air cargo.
5. Write a note on the checklist in context to 'Lighting' for cargo security.
6. Write a note on explosives and incendiary devices in context to Air cargo security risks.

Section C

Part – A (Multiple Choice Questions) (10)

1. What is the full-form of TWA?
A Transportation World Airlines B Trans Widest Airlines
C Trans World Airlines D Trans World Airspace
2. The first regularly scheduled all-cargo service was started by_____
A Unit Air-lines B United Air-lines
C Unique Air-lines D Unanimous Air-lines
3. What is the full-form of CAB?
A Civil Aeronautics Bus B Civil Aerospace Board
C Construction Aeronautics Board D Civil Aeronautics Board
4. What is the full-form of ICAO?
A International Civil Aviation B Intra Civil Aviation Organization
 Organization
C Inter Civil Aviation Organization D International Civil Aerospace
 Organization

- 5 What is the full-form of AAPA?
 A Amendment of Asia Pacific Airlines B Association of Asia Pacific Airlines
 C Amendment of American Pacific Airlines D Association of Asian Public Airlines
- 6 _____ are types of containers.
 A Bags and sacks B Cans and drums
 C Bales and wood boxes D All of the above
- 7 Type of Vehicles that operate within a controlled area:
 A Cargo handling Vehicles B Cargo-carrier vehicles
 C Freight forwarded vehicles D All of the above
- 8 Cargo security has concern with:
 A Lighting B Alarms
 C Personnel identification D All of the above
- 9 _____ programs were created to establish procedures for differentiating trusted shippers.
 A No Shipper B Knowledge Shipper
 C Known Shipper D Knowhow Shipper
- 10 _____ Screening has concern with screening of cargo shipments.
 A A-Ray B X-Ray
 C F-Ray D E- Ray

Part – B (Do as Directed)

(10)

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

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

Section A

Answer the following (Attempt any three) (30)

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

Section B

Answer the following (Attempt any four) (20)

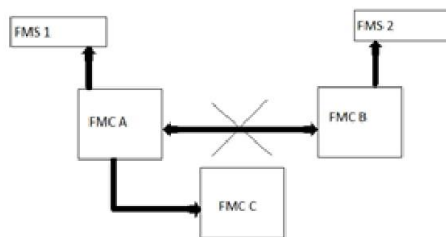
1. Distinguish between industry wide bargaining and pattern bargaining?
2. Explain in brief for major functions of HRM?
3. Write short on. - multi-skilling and flexibility; cross utilization of human -resource?
4. Explain the law of demand as it relates to air travel?
5. What is the relationship between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

Section C

Part – A (Multiple Choice Questions) (10)

- 1 Civil aeronautics act was passed in the year
A 1938 B 1939
C 1937 D 1940
- 2 DGCA
A Director general civil association B Directorate general civil aviation
C Director general of cargo aviation D Director general civil aviation
- 3 CVR stands for
A Cock-pit visual recorder B Conversion Ratio
C Cock-Pit voice recorder D Collective voice data reader
- 4 The number of independent FMS in a typical commercial aircraft is?
A 1 B 3
C 4 D 2
- 5 Which one of the following is not a function of the FMS?
A Flight guidance and control of flight path B Monitor and regulate speed of the aircraft
C Automatically switch between different types of communication D Automatic control of engine thrust

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

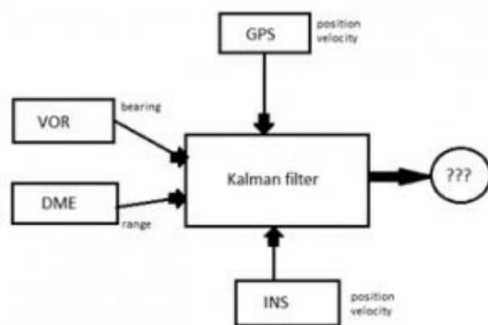


- A Double mode B Independent mode
 C Single mode D Redundancy mode

Part – B (Do as Directed)

(10)

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



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

- 6 The word agmark is derived from the word
 A Aquaculture Marketing B Agro Marketing
 C Agricultural Marketing D Aesthetic Marketing
- 7 Dextrin Powder is a food adulterant usually added to
 A Lassi B Milk
 C Cheese D Ghee
- 8 In the year _____ US congress passed the Nutrition Labeling & Educational Labeling of nearly all foods sold in Grocery Stores.
 A 1690 B 1990
 C 1790 D 1890
- 9 _____ is caused by severe deficiency of proteins and calories.
 A Marasmus B Kwashiorkor
 C Marasmic D None of the above
- 10 The quality of protein depends on
 A Vitamin B Minerals
 C Amino Acids D None of the above

Part – B (Do as Directed)

(10)

Explain In brief

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

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

Section A

Answer the following (Attempt any three) (30)

1. Give the classification of travel market.
2. Explain the factors influencing pricing decision.
3. Explain in detail the features of tourism marketing.
4. Discuss the various factors influencing consumer behavior in tourism industry.
5. What is marketing decision support system? Write its functions and uses in tourism.

Section B

Answer the following (Attempt any four) (20)

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

Section C

Part – A (Multiple Choice Questions) (10)

- 1 In addition to major segments of the travel industry, there are many other types of travel-related businesses which includes _____.
A Food and beverage businesses B Travel insurance packages
C Sports Operators D All of the above
- 2 In this method, two or more products are sold together at a single price.
A Psychological Pricing B Value Pricing
C Product Bundling D Going Rate Pricing
- 3 The feasibility analysis has _____ interrelated parts.
A Three B Four
C Two D Five
- 4 The person who actually makes the purchase.
A User B Influencer
C Buyer D Initiator
- 5 VALS distinguishes between _____.
A Eight psychographic groups B Seven psychographic groups
C Five psychographic groups D Ten psychographic groups

- 5 Stitching is an example of _____.
 A Booklet B Leaflet
 C Folder D None of these
- 6 _____ is an important consideration for a tour operator while planning itinerary.
 A Interest B Duration
 C Budget D All of these
- 7 _____ has free choice of menu.
 A A la carte B Table de' hote
 C Set menus D All of these
- 8 _____ rates means rates agreed upon by a company and a hotel.
 A Commercial B Daily
 C Rack D All of these
- 9 The motor coach service may be divided in to _____ categories.
 A 2 B 3
 C 4 D 5
- 10 Car rental companies offer _____ rate types.
 A 5 B 6
 C 7 D 8

Part – B (Do as Directed)

(10)

State whether the statement is true or false.

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

- 5 Performance Appraisal is useful for:
 A Decision on salary increment B Decision on promotion
 C Both A & B D None of these
- 6 'Fear Motivation' is also known as:
 A Positive Motivation B Extra Motivation
 C Extreme Motivation D Negative Motivation
- 7 ERG Theory of motivation includes:
 A Existence needs B Relatedness needs
 C Both A & B D None of these
- 8 _____ provides a list of personnel and their background (name, age, qualifications, experience, skills etc.).
 A Personnel invention B Personnel inventory
 C Punishment inventory D Pure inventory
- 9 Approaches or Methods of HR Valuation includes:
 A Annual Cost Memory B Actual Cost Method
 C Appropriate Cost Memory D Available Cost Method
- 10 _____ involves a set of activities aimed at attracting and selecting individuals for positions in a way that will facilitate the achievement of organisational goals.
 A Staffing B Off-the-job Training
 C Performance Management D On-the-job Training

Part – B (Do as Directed)

(10)

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

- 4 The back bone of any organization is
 A Information B Employee
 C Management D Capital
- 5 The flow of information through MIS is
 A need dependent B organization dependent
 C information dependent D management dependent
- 6 Internal information for MIS may come from any one of the following departments
 _____.
 A Production department B HR department
 C Marketing department D Customers care department
- 7 MIS normally found in a manufacturing organization will not be suitable in the
 _____.
 A Banking Sector B Service Sector
 C Agriculture Sector D All of the Above
- 8 _____ details are given by Management to Marketing Service System.
 A Customer B Employee
 C Supplier D None
- 9 _____ are known by their performance and not just their educational
 qualifications.
 A Manager B Employee
 C Owner D None of these
- 10 In_____, Gary Dickson proposed a model of information system development based
 on the organization structure and its information need.
 A 1968 B 1989
 C 1977 D 1964

Part – B (Do as Directed)

(10)

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

- 6 Airport Business globally grown during last
 A 30 Years B 25 Years
 C 10 Years D 15 Years
- 7 BAA was established in
 A 1956 B 1966
 C 1946 D 1976
- 8 Canton Airport is situated in
 A Combodia B Paris
 C Zurich D Milan
- 9 ATM in Airport Business Stands for
 A Air Transport Movements B Air Transfer Movements
 C Air Traffic Movements D Air Travel Movement
- 10 Domestic Airlines in India regulate free baggage allowance per passenger up to
 A 25KG B 35KG
 C 40KG D 30KG

Part – B (Do as Directed)

(10)

State Whether the Following Statement are True or False

- 1 European Airports in 1993 experienced growth of passengers
- 2 Non aeronautical revenues includes fuel surcharge
- 3 Present Trend of Airport is Privatization for revenue generation
- 4 Passenger service Charge includes using airport facilities
- 5 Airport operates duty free shop
- 6 Catering facilities are a joint venture at Airports
- 7 Airport Authority of India was established in 1976
- 8 Productivity of capital employed is a key indicator for profitability
- 9 Most Airports in India are not self accounting units
- 10 Congestion related pricing is more popular in Airline Business Model

- 5 _____ Fares can be booked at any time. They do not, although, guarantee the commuter a seat on a particular flight.
- A Advanced Purchase B Preferential
C Standby D Maximum Stay Conditions
- 6 GDS stands for:
- A Ground Distribution System B Global Distribution System
C Global Data System D None of the above
- 7 _____ refers to extending the engagement with the customer beyond the flight hours.
- A Brand Expression B Brand Experience
C Brand Externalities D Brand Expectation
- 8 A frequent flyer program (FFP) is a _____ program offered by many airlines.
- A Special B Loyalty
C Regular D None of the above
- 9 _____ is used to describe a situation whereby a firm has its name associated with an event, a team or a competitor, in exchange for money.
- A Sales Promotion B Advertising
C Sponsorship D None of the above
- 10 The 7-Ps model was proposed by _____.
- A Philip Kotler B Christopher Lovelock
C Booms Britner D None of the above

Part – B (Do as Directed)

(10)

State whether the following statements are true or false:

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

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

| | | | |
|---------------------|-----------------------------------|-------------------|-----------------------------|
| Course | : BBAAT | Date | : 30-Dec-2019 |
| Subject Code | : BBAAT - 307 | Time | : 11:00am to 02:00pm |
| Subject Name | : FLT Operation Management | Duration | : 03 Hours |
| | | Max. Marks | : 70 |

Section A

Answer the following (Attempt any three) (30)

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

Section B

Answer the following (Attempt any four) (20)

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

Section C

Part – A (Multiple Choice Questions) (10)

1. AME stands for _____
A Aircraft Maintenance Engineer B Annual Maintenance Engineer
C Aircraft Monthly Expenses D Annual Maintenance Expenses
2. From the following which applicant shall complete all the training?
A Flight Crew B Cabin Attendants
C Flight dispatcher D All of the above
3. Passenger should not be allowed within the _____
A Airport B Fueling zone
C Passage D Aircraft
4. Today's airlines and airports are not facing _____ pressure.
A Cash B Cleanness
C Cost D All of the above

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

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

Section A

Answer the following (Attempt any three) (30)

1. How do small hail stones change into large hail? Explain how it causes more damage to a flying aircraft than a parked aircraft.
2. Why is loss of communications under IFR condition more serious than VFR condition ?
3. What is importance of IFR training for pilots ?
4. What are types of devices presently being used by airports to prevent birds hazards ?
5. Write the procedures for opening and closing flight plans.

Section B

Answer the following (Attempt any four) (20)

1. What are the details shown on a weather chart and who uses them ?
2. Explain the purpose of global position system.
3. Explain the problems related with fix landing gears.
4. Explain the explosive detection technology.
5. What is pressurization? Why it is necessary in an aircraft ?
6. What is thunderstorm? Explain the conditions from which it is created ?

Section C

Part – A (Multiple Choice Questions) (10)

- 1 Which definition best describes a HAZARD?
A Something that has the potential to become dangerous
B A dangerous condition that can lead to mishaps
C Damages, injury, loss, or performance reduction because of an incident
D The point in a situation in which the accident occurs
- 2 Which situation is a HAZARD?
A Poisonous deicer spray
B Poisonous deicer spray being breathed by a passenger on an aircraft
C Poisonous deicer spray breaching an aircraft
D A passenger suing company from breathing deicer
- 3 Which situation is NOT a HAZARD?
A A laser being pointed into an aircraft's cockpit
B Deicer spray breaching the aircraft cabin
C Security scanners not detecting properly
D An aircraft flying into a radio tower

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

Part – B (Do as Directed)

(10)

Define The following

- 1 Turbulence
- 2 Volcanic Ash
- 3 Transponder
- 4 Wing Flaps
- 5 Bar Coding
- 6 Float Plane
- 7 Float Plane
- 8 Obstacle Free Area
- 9 Runway Excursion
- 10 Altitude Sickness

- 5 Which statement best defines hypoxia.
 - A A state of oxygen deficiency in the body
 - B Emotional tension, anxiety or fear
 - C Loss of muscular power
- 6 Rapid of extra deep breathing while using oxygen can cause a condition known as:-
 - A hyperventilation
 - B Spatial disorientation
 - C hypoxia
- 7 Which would most likely result in hyperventilation
 - A Loss of muscular power
 - B Emotional tension, anxiety or fear
 - C State of temporary confusion
- 8 A foreign pilot is employed by an operation with at least..... Hours of flight experience.
 - A 1200
 - B 1500
 - C 2000
 - D 2500
- 9 Airline deregulation act was passed in.....
 - A 1978
 - B 1950
 - C 1960
 - D 1985
- 10 Civil aeronautics act was passed in.....
 - A 1975
 - B 1960
 - C 1965
 - D 1958

Part – B (Do as Directed)

(10)

Write the full form of the following:-

- 1 ECG
- 2 CRM
- 3 CNS
- 4 ISA
- 5 EPT
- 6 DCS
- 7 DGCA
- 8 OTC
- 9 AA
- 10 EMR

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

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

Section A

Answer the following (Attempt any three) (30)

1. Explain the psychological symptoms of aviophobia. List the other phobia's which may trigger aviophobia ?
2. Explain the mood disorders and suicide attempts.
3. List the reasons why particular passengers might ignore safety briefings.
4. Explain the Hijacking patterns.
5. Explain the aircraft rides with reference to the refusal of carriage ?

Section B

Answer the following (Attempt any four) (20)

1. What are the adverse effects of ultra violet radiations from the sun?
2. What are the ways of entertainment for the transit passengers?
3. Explain the physical issues that occurred owing to 9/11 attacks.
4. Explain the passengers responses to emergencies.
5. What are culture shock and reverse culture shock?
6. Explain the importance of aeroplane disinfection.

Section C

Part – A (Multiple Choice Questions) (10)

1. ASM stands for
A All Seat Miles
B All Seat Passenger Miles
C Available Seat Miles
D Available Seat Passenger Miles
2. The main goal of yield management is to:
A Offer a high number of Revenue Passenger Miles (RPM)
B Offer a high number of Available Seat Miles (ASM)
C Maximize profit through a mix of fares
D Offer passengers the lowest possible fares
3. The 'Load Factor' is:
A The total number of passengers booked on a flight
B The total number of available seats on a flight
C The ratio of available seat miles and revenue passenger miles
D The sum of available seat miles and revenue passenger miles
4. When agreeing to a pooling arrangement, two airlines:
A Create a grid network and serve these routes
B Share all resources and revenues on the agreed route
C Create a joint venture with the goal to maximize revenue
D Attempt to reach as many destinations as possible by sharing codes on each other's services

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

Part – B (Do as Directed)

(10)

Match the pairs for passenger behavior in Flight Journey

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

9. Forms and Enclosures



Dr. Babasaheb Ambedkar Open University

(Established by Government of Gujarat)

'Jyotirmay' Parisar, Opp. Shri Balaji Temple,

Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481

E-mail: kmro@baou.edu.in Website: www.baou.edu.in

APPLICATION FORM FOR ISSUE OF DUPLICATE I-CARD

1. NAME :
2. COURSE : SEMESTER/YEAR :
3. ENROLLMENT NO.CENTER CODE :
4. STUDENT ADDRESS :
.....
.....PIN NO. :
5. FEE DETAILS : (The fee for Duplicate I-Card is Rs.25/- which is to be paid through Demand Draft in favour of 'Dr.Babasaheb Ambedkar Open University' Payable at Ahmedabad or Cash at Dr. BAOU Campus.)
Demand Draft No. : DD Date :
Issuing Bank :

Date :

(Signature of Applicant)

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

Vocational and Professional Department,

Dr. Babasaheb Ambedkar Open University,

Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.



Dr. Babasaheb Ambedkar Open University

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'Jyotirmay' Parisar, Opp. Shri Balaji Temple,

Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481

E-mail: kmro@baou.edu.in Website: www.baou.edu.in

APPLICATION FORM FOR ISSUE OF TRANSCRIPT

1. NAME :
2. COURSE : SEMESTER/YEAR :
3. ENROLLMENT NO. CENTER CODE :
4. STUDENT ADDRESS :
..... PIN NO. :
5. PURPOSE :
6. FEE DETAILS : (The fee for 5 Copy Transcript is Rs.500/- which is to be paid through Demand Draft in favour of 'Dr. Babasaheb Ambedkar Open University' Payable at Ahmedabad or Cash at Dr. BAOU Campus.)
Demand Draft No. : DD Date :
Issuing Bank :

Date :

(Signature of Applicant)

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

Exam Department,

Dr. Babasaheb Ambedkar Open University,

Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.

Require Documents (Compulsory):

1. Marksheet Xerox
2. Degree Certificate Xerox
3. 6 Passport Size Photo



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'Jyotirmay' Parisar, Opp. Shri Balaji Temple,

Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481

E-mail: kmro@baou.edu.in Website: www.baou.edu.in

APPLICATION FORM FOR ISSUE OF MIGRATION CERTIFICATE

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

Date :

(Signature of Applicant)

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

Exam Department,

Dr. Babasaheb Ambedkar Open University,

Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.

Require Documents (Compulsory):

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



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Sarkhej-Gandhinagar Highway, Chharodi, Ahmedabad - 382 481

E-mail: kmro@baou.edu.in Website: www.baou.edu.in

APPLICATION FORM FOR ISSUE OF BONAFIDE CERTIFICATE

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

Date :

(Signature of Applicant)

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

Vocational and Professional Department,

Dr. Babasaheb Ambedkar Open University,

Jyotirmay Parisar, Sarkhej-Gandhinagar Highway,

Ahmedabad-382481.



ડૉ. બાબાસાહેબ આંબેડકર ઓપન યુનિવર્સિટી
'જ્યોતિર્ભય' પરિસર, શ્રી બાલાજી મંદિર સામે, સરખેજ-ગાંધીનગર હાઈવે, છારોડી,
અમદાવાદ-382 481, ફોન : (02717) 297170 ફેક્સ : (02717) 297144
E-mail : feedback@baou.edu.in Website : www.baou.edu.in

પદવી પ્રમાણપત્ર મેળવવા માટેનું અરજીપત્રક

(પાછળ દર્શાવેલ સુચનાઓ ધ્યાનથી વાંચ્યા બાદ ફોર્મ ભરવું)

પ્રતિ,
કુલસચિવશ્રી,
ડૉ. બાબાસાહેબ આંબેડકર ઓપન યુનિવર્સિટી,
અમદાવાદ - 382 481

શ્રીમાન,
હું (નામ)..... ડિગ્રી પ્રોગ્રામ
અભ્યાસક્રમનું ડિગ્રી પ્રમાણપત્ર મેળવવા માટે ભરવાની થતી ફી પેટે રૂા 110/- રોકડા/ડિમાન્ડ ડ્રાફ્ટ નંબર
....., બેંકનું નામ શાખા તી.
નો મોકલી આપુ છું. આ સાથે મેં અભ્યાસક્રમ ઉત્તીર્ણ કર્યાના ગુણપત્રકની પ્રમાણિત ઝેરોક્ષ
નકલ સામેલ કરેલ છે.

ડિગ્રી પ્રમાણપત્ર મેળવવા માટે વિદ્યાર્થીએ કોઈ એક વિકલ્પની પસંદગી કરી (✓) નિશાની કરવી.

- હું ડિગ્રી પ્રમાણપત્ર પદવીદાન સમારંભમાં ઉપસ્થિત રહી મેળવવા માગું છું.
 મને ડિગ્રી પ્રમાણપત્ર ફોર્મમાં દર્શાવેલ સરનામે મોકલી આપવા વિનંતી.

સ્થળ : આપનો/આપની વિશ્વાસુ
તારીખ :
(.....)

(નીચેની વિગતો અરજદારે મોટા અને સ્વચ્છ અક્ષરોમાં ભરવી)

નામ :
અટક નામ પિતા/પતિનું નામ
નામ :

(અંગ્રેજી કેપિટલ અક્ષરોમાં માર્કશીટ મુજબ)

કાયમી રહેઠાણનું સરનામું :

.....
..... પિન કોડ નંબર :
ફોન નં : મોબાઈલ :
ઈ-મેઈલ :

અભ્યાસક્રમની વિગત

અભ્યાસક્રમનું નામ :
નોંધણી નંબર :
પરીક્ષા સત્ર : જાન્યુઆરી-ફેબ્રુઆરી-2016 જૂન-જુલાઈ-2016
માર્કશીટ નંબર :
પ્રાપ્ત કરેલ વર્ગ :
પસંદ કરેલ મુખ્ય વિષય :

ગુણ ચકાસણી માટેની અરજી

અરજી નં. _____
(કાર્યાલય માટે)

તા. _____

સત્રાંત પરીક્ષા : જાન્યુઆરી/જુલાઈ _____

નોંધણી નંબર :

વિદ્યાર્થીનું નામ : _____

સરનામું : _____

પીન કોડ : _____

કોન નં. (રહે.) : _____ કોન નં. (ઓ) : _____
(એસ.ટી.ડી. કોડ સાથે) (એસ.ટી.ડી. કોડ સાથે)

મોબાઈલ : _____

અભ્યાસક્રમનું નામ : _____

અભ્યાસકેન્દ્રનું નામ : _____

પરીક્ષાકેન્દ્ર કોડ : _____

જેમાં ગુણ ચકાસણી કરાવવી છે તે પાઠ્યક્રમો :

| અં. નં. | પાઠ્યક્રમનું નામ | પાઠ્યક્રમ | ગુણપત્રક પ્રમાણે મેળવેલ ગુણ |
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નોંધ :- ગુણપત્રકની નકલ સાથે બિડવી.

પાઠ્યક્રમ દીઠ રૂ. લેખે પુનઃ ચકાસણી ફી ની વિગત : (ડૉ. બાબાસાહેબ આંબેડકર ઓપન યુનિવર્સિટી, અમદાવાદની તરફેણ નો ડીમાન્ડ ડ્રાફ્ટ મોકલવાનો રહેશે)

| રકમ | ડીમાન્ડ ડ્રાફ્ટ નંબર | તારીખ | બેંકનું નામ |
|-----|----------------------|-------|-------------|
| | | | |

સ્થળ : _____

તારીખ : _____

અરજી કરનાર વિદ્યાર્થીની સહી

અરજી નીચેના સરનામે મોકલવાની રહેશે

પ્રતિ, નિયામકશ્રી (વિદ્યાર્થી સેવાઓ), ડૉ. બાબાસાહેબ આંબેડકર ઓપન યુનિવર્સિટી,
આર. સી. ટેકનીકલ ઈન્સ્ટિટ્યૂટ કેમ્પસ, સરખેજ-ગાંધીનગર હાઈવે,
ગુજરાત હાઈકોર્ટ સામે, સોલા, અમદાવાદ-૩૮૦ ૦૬૦.