

Enrollment Number: _____

Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT(NEW) -101	Numerical Code: 0447
Subject	: Principles of Management	Total Marks : 70
Date	: 20/01/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Explain the eight key roles performed by top level executive while building institutions of value.
2. Explain any five principles of planning.
3. Explain any two of the theories of motivation.
4. Discuss any ten principles of organizing.
5. What are the social responsibilities of business towards employees and towards consumers? Mention five responsibilities towards employees and five towards consumers.

Section B (20)

Answer the following (any four)

1. Discuss the contingency approach of management.
2. Discuss any five characteristics of decision making.
3. Discuss any five importance of motivation.
4. Explain gracuna's theory of span of management.
5. What is the scope of social responsibility of business?
6. Mention five differences between strategic and policies.

Section C

Define the following terms. (20)

1. Design skill
 2. Espirit de crops
 3. Composite approach
 4. Strategic planning by kreitner
 5. Participative leadership
 6. Motivation
 7. Informal organization
 8. Concurrret control
 9. Social responsibility
 10. Scalar chain
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT (NEW) -102	Numerical Code: 0448
Subject	: Introduction to Hospitality Management	Total Marks : 70
Date	: 21/01/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Define a hotel. Describe the various types of hotels.
2. Describe in detail the concept of Heritage Hotels & Resorts in India.
3. What is a Visa? What are the different types of visas offered by nations?
4. Draw the organization chart of a full service/multi cuisine hotel kitchen.
5. Describe in detail the MICE (Meetings, incentives, Conventions, Exhibitions/Expositions/Events)

Section B (20)

Answer the following (any four)

1. Describe Amusement Parks & Clubs as leisure and recreation options.
2. Write a note on TAJ, Oberoi & ITC-welcomgroup Hotel chains in India.
3. What is a Meal Plan in a hotel Room rate? Describe CP, MAP, AP.
4. Describe the importance of passport as a travel document.
5. What is IATA? List three important functions of this important aviation body.
6. Describe a Pub and a Fast Food Restaurant.

Section C

(A) Choose correct answer. (10)

- 1 The accounts department of a hotel is a;
a) Revenue Centre b) Support Centre
- 2 In order to reduce room service costs, hotels have introduced;
a) Buffet Meals in Restaurants/Lounges b) Increase the price of room service items
c) Offer complimentary breakfast c) All the above
- 3 In order to operate air ticketing services, a travel agent should be;
a) Have a license and trained staff of IATA b) Have own premises for the agency office
- 4 Which hotel chain in India owns luxury resorts under the brand of " Vilas ";
a) TAJ b) LEETA c) Oberoi d) ITC Welcomgroup
- 5 Which form catering is dedicated to educational schools/colleges/mess;
a) Social Catering b) Welfare Catering c) Nutrition Catering d) Institutional Catering
- 6 Which of the following is a back of the house position in a hotel;
a) Telephone Board Operator b) Laundry Personnel
c) Guest Relations Executive d) a & b
- 7 What is the term used in hotel industry for describing no. of guests;
a) PAX b) GAX
- 8 Which of the following is not part of the Indian Buddhist pilgrim circuit;
a) Rajgir b) Bodh Gaya c) Sanchi Stupa d) Lumbini

- 9 Which is the document issued by a country to its citizens for traveling to other countries;
a) Visa b) PAN c) Passport d) None of the above
- 10 Which of the following is not a leisure and recreation facility;
a) Boating Club b) Convention Centre c) Amusement Park d) Fishing & Angling

(B) True/False

(10)

1. FIT is a short form of Foreigners in Transit.
 2. Heritage Resorts are mainly found in Rajasthan state of India.
 3. Certain Clubs restrict entry to members only.
 4. WTO has its headquarters in Madrid, Spain.
 5. Visa on Arrival service is very popular in Singapore/Malaysia.
 6. Housekeeping department is not responsible for Laundry operations of a hotel'
 7. A Travel Agent does not offer baggage insurance services.
 8. PATA has its headquarters in Dubai.
 9. Engineering department of a hotel is also a revenue/profit centre.
 10. Hotels do not take orders for outdoor/off premise catering events.
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT (NEW) -103	Numerical Code: 0449
Subject	: Principles and Practices of Tourism	Total Marks : 70
Date	: 22/01/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Describe the various forms of Tourism.
2. Who is a tourist? What are the various facilities required by a tourist at destination.
3. Describe the role of Palace on Wheels, Luxury Train in promoting Indian Tourism.
4. What is the importance of Pilgrimage in Indian Tourism giving two examples?
5. What is the role of ITDC in promoting tourism outside India?

Section B (20)

Answer the following (any four)

1. Describe Cultural Motivators in Tourism
2. Write a note on Cruise Liner
3. Describe Golden Triangle Tourist Circuit in India
4. Describe the World Tourism Organization-WTO. Who are its members?
5. What are the Do's & Don't's of visiting a Wildlife Sanctuary.
6. Write a brief note of popular Airlines in India

Section C

(A) Choose correct answer. (10)

- 1 The term used for going out for pleasure and knowledge.
a) Paryatana b) Tirthatana c) Deshatana d) None of the above
- 2 An endorsement on the passport issued by the representative of a Government.
a) Pol Card b) Visa c) PAN Card d) All
- 3 A local person who makes a tour, travelling from place to place for pleasure, business, meeting, etc within the country.
a) Tourist Region b) Domestic Tourist c) International Tourist d) Tourism
- 4 Which is the state in India not having resorts?
Goa Rajasthan Kerala None of the above
- 5 Which is not the role of IDTC?
a) License to Restaurants b) Promotion Tourism
c) Providing land & finance for tourism projects d) Designing tourism zones
- 6 Rameshwaram is an Island situated in the _____ gulf.
a) Gulf of khambhat b) Gulf of Monarch c) Bay of Bengal d) Gulf of Ganga
- 7 Golden triangle comprises visits to three popular cities of North India, these cities are
a) Jodhpur, Udaipur, Jaipur b) Delhi, Agra, Dehradun
c) Delhi, Agra, Jaipur d) Amritsar, Chandigarh, Delhi
- 8 Jaipur called as a _____ city of India.
a) White b) Pink c) Green d) All of the above

- 9 Beautiful hill station Ooty located in the _____ hills.
a) Aravalli Hills b) Shivalik Hills c) Saputara Hills d) Nilgiri Hills
- 10 The Sun temple of Kornark often called as
a) Suryamandir b) Black Pagoda

(B) State whether the following statements are true or false/complete acronyms;(10)

1. Most Airports in India are managed by AAI-Airports Authority of India.
 2. In India all states have their dedicated Tourism Development corporations.
 3. The famous Buddhist Tourist Circuit is located in Rajasthan.
 4. The Taj Mahal is managed by the ASI-Archeological survey of India.
 5. State Transport Corporation buses in India operated by private travel agents.
 6. IATA _____.
 7. PATA _____.
 8. UFTAA _____.
 9. ASTA _____.
 10. TAAI _____.
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT (NEW) -104	Numerical Code: 0450
Subject	: Introduction to Accounting & Book Keeping	Total Marks : 70
Date	: 23/01/2015	Time : 11.00 to 02.00

Section A

(30)

Answer the following (any three)

1. Explain Accounting conventions.
2. Record Journal entries in the Books of vedant Kaushal & co from the following.
Transactions during Jan, 2013.
Date:
 1. Started business with a capital of Rs.1,00,000 and building valued Rs. 2,00,000 and stock of Rs.50,000
 6. Paid into Bank Rs. 60,000
 8. Cash sales of Rs. 20,000
 10. Purchased goods of Rs. 40,000
 17. Goods sold to Rama of Rs.10,000 and cash received of Rs. 7500.
 25. Paid telephone bill of Rs. 3000.
 26. Paid wages to workers Rs. 5000.
 28. With drawn from Bank for personal use Rs.5000.
 31. Purchased computer and paid by cheque Rs. 30,000.
3. Pass necessary Journal Entries for the following transactions and post them in the appropriate ledger accounts of P. Nayak for the year 2013
Jan 1. Started Business with Rs. 2,00,000 in the Bank and Rs.40,000 Cash.
 8. Paid rent by cheque Rs.5000.
 13. Cash sales Rs.20,000
 25. Paid wages in cash Rs. 1000
 31. Paid Rs. 20,000 in to the Bank.
4. Prepare a Bank Reconciliation Statement as on 31st March 2007, in the books of Real Punjabi co.
-Balance as per passbook (Credit Balance) Rs.15000.
 - 1) A Cheque deposited in to Bank Rs. 6000 but not credited by bank till 31/3/2007.
 - 2) Two cheques of Rs. 9000 and Rs.7400 issued but one of these Rs.7400 was not presented to Bank for payment.
 - 3) Bank collected interested on investment of Rs. 6250, not accounted in the cash book.
 - 4) Bank paid rent Rs. 3750 and electricity bill Rs.2000 as per the standing instructions; Entries for the same are not recorded in cash book.
 - 5) A cheque is deposited in the Bank of Rs. 6000 was dishonoured & hence not credited by Bank; the Intimation of dishonour was not received till March 2007.

5. On 01-04-2010, Uday Commercial Ltd. purchased a computer for Rs.45000 including printer. It purchased another computer on 01-10-2010 costing Rs.30,000 and on 01-07-2011 costing Rs.15000. on 01-01-2012 the printer of the computer purchased on 01-04-2010 costing Rs.15000 became ineffective and was sold for Rs.5000.

Prepare computer A/c in the Books of Uday commercial Ltd. Whose accounting year is the colander year and charges depreciation @ 10 % p.a. on straight Line Method.

Section B

(20)

Answer the following (any four)

1. Classify the following Accounts.
 - 1) Capital A/c
 - 2) Goodwill A/c
 - 3) Purchase A/c
 - 4) Prepaid salary A/c
2. Explain Difference between Journal and ledger.
3. Explain Difference between Trial balance & Balance sheet.
4. Explain various elements of cost in short.
5. Explain Deferred Revenue Expenditure.
6. Write down rules of Debit and credit for personal, Real and Nominal Accounts.

Section C

(A) Choose correct answer.

(10)

- 1 Which one is the internal users of Accounting information?
a) Management b) Creditors c) Competitors d) None of the above
- 2 From following which one is the Accounting principle.
a) Convention of feasibility b) Revenue principle
c) Convention of conservatism d) None of the above
- 3 Which is the capital Expenditure?
a) Cost of Goodwill b) Depreciation of lease
c) Loss from sale of fixed Assets d) None of the above
- 4 Which is the king of all books of Accounts?
a) Journal b) ledger c) Trial balance d) None of the above
- 5 Straight line Method is also known as _____.
a) Written down method b) Diminishing balance Method
c) Fixed installment Method d) None of the above

(B) One sentence answer.

(10)

1. What is capital?
 2. What is depreciation?
 3. Give five names of Revenue Expenditures.
 4. What is book keeping?
 5. What is suspense Account?
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT (NEW) -105	Numerical Code: 0451
Subject	: Basics of Food Production	Total Marks : 70
Date	: 24/01/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Classify the methods of cooking and elaborate roasting, steaming, frying, baking with basic rules.
2. Give the definition of Mother Sauces and also give the recipe of Tomato Sauces and Volute.
3. Describe the types of equipments which are used in kitchen.
4. Explain Egg Cookies Write about five types of egg cookies.
5. Briefly discuss the diagram and cuts of beef.

Section B (20)

Answer the following (any four)

1. Discuss the types of Stock.
2. Give the classification of fish and also write a short note.
3. Discuss the personal hygiene of Kitchen staff.
4. Discuss Microwave.
5. What is the effect of cooking proteins and carbohydrate?
6. Describe pot roasting with basic rules.

Section C

(A) Choose correct answer. (10)

- 1 Beef meat should be look like as a
(a) Red (b) Brown (c) Brown (d) Pink
- 2 What is the ratio of French dressing?
a) 2 Parts oil to 2 Parts Vinegar b) 3 Parts oil to 1 Parts Vinegar
c) 1 Parts oil to 3 Parts Vinegar d) 4 Parts oil to 3 Parts Vinegar
- 3 Egg Coagulate at temperature
a) 65° C to 67° C b) 61° C to 63° C c) 62°C to 70° C
- 4 When pan-frying a fish fillet, which side is placed first in to the frying-pan?
a) Crumbed side b) Service Side c) Dark Side d) Black Side
- 5 A Gnocchi is _____.
a) A barrel shape potato b) A quenelle c) A cream puff d) Small dumpling
- 6 The correct culinary terms of furred game stew is _____.
a) Navarin b) Ragout c) Civet d) Salmis
- 7 Salted meat is placed into cold water to extract
a) Fat b) Acid c) Salt d) Juice
- 8 Gus Roti is known as _____.
a) Lamb Stew b) Beef Stock c) Meat glaze d) Roasting Juice

- 9 To Cook a food in a skilled without added fat, removing any fat as it accumulates.
a) Pan Fry b) Pan-broil c) Shallow fry d) Parboil
- 10 A .kind of beg pudding made in Scotland, from liver sheets head finely minced and mixed with Oatmeal, hub, etc.
a) Pie b) Lamb chop c) Haggis d) Hash

(B) Define following words. One marks each.

(10)

1. Flute
2. Au Gradtin
3. Garantine
4. Canape
5. Charlotte Russe

State if the statement is true or false.

- a) Quality in fresh fish.is determine by the condition of the skin which should be dark and of good color. (True/False)
 - b) Frozen brede items should not be defrosted prior to dip fry. (True/False)
 - c) A beurremane should be used to adjust the consistency of braise. (True/False)
 - d) A rare roast will yield more position than u well done roast. (True/False)
 - e) En Papilotte indicates food being food being cooked whilst enclosed in a paper bag alfoir. (True/False)
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT(NEW) -106	Numerical Code: 0452
Subject	: Introduction to Front Office Management	Total Marks : 70
Date	: 25/06/2014	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. Explain the role of Total Quality Management in effective communication.
2. Define 'Public Relation' and discussed the techniques of public relation.
3. Briefly describe the part of letters.
4. State the importance and different types of Communication.
5. Discuss about the qualities of a public relation officer.

Section B (20)

Answer the following (any four)

1. Importance of Needs Analysis
2. Role of Night Auditor
3. Method of Room rates determination
4. Publicity
5. Importance of Telephone directory
6. Role of Front Office

Section C

(A) Choose correct answer. (10)

- 1 TQM was developed by.....
(a) Edwards Deming (b) Hilten Yang (c) Robert Bloom (d) O. Huge
- 2 PMS means
(a) Product Management System (b) Property Management System
(c) Property Mileage System (d) Profession Management System
- 3 For Marketing & Sales Department, Which is basic requirement?
(a) Personal File (b) Out File (c) Client File (d) Direct File
- 4 Market researchers have developed a pattern of research in how many steps?
(a) 06 (b) 07 (c) 08 (d) 09
- 5 Which Tool is suggested for Public Relation?
(a) Letter (b) Poster (c) Seminar (d) All of These
- 6 Which one is External Public Relation?
(a) Employees (b) Suppliers (c) Distributors (d) Consumer
- 7 Mainly, How many method of room rates determination are used?
(a) 05 (b) 04 (c) 02 (d) 03
- 8 Method of Room Rates Determination is.....
(a) Rule of Nation (b) Rule of Thumb (c) Rule of Prior (d) Role of Nation
- 9 Type of Communication is.....
(a) Written (b) Oral (c) Non Verbal (d) All of these

- 10 E-Mail means.....,
(a) Electrical Mail (b) Electronic Mail (c) Elector Mail (d) Election Mail

(B) True/False

(10)

1. Public Relation is not an Art.
 2. Night audit is the audit process of taking inventory of the day's work.
 3. Items marked "B" are the machine printed totals of the Cr. Department.
 4. PRO is Public Relation Officer.
 5. Net Outstanding Balance = ^{previous} balance + Debits + Credits
 6. Hubbart's formula used for determination of Food rates.
 7. Communication is also possible without words.
 8. Press Conference is tool of Public Relation.
 9. Postscript is not more than four lines.
 10. TQM was developed in the early 1950s.
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Term End Examination January-2015

Course	: BBAHT	Numerical Code: 0063
Subject Code	: BBAHT(NEW) -107	Numerical Code: 0453
Subject	: Communication Skills	Total Marks : 70
Date	: 27/01/2015	Time : 11.00 to 02.00

Section A (30)

Answer the following (any three)

1. What are the functions of communication?
2. Write a note on the importance of feedback.
3. What are the characteristics of Negotiation?
4. Define interview. What is the purpose of interview?
5. Write a note on the medium of communication.

Section B (20)

Answer the following (any four)

1. Write a note on advantages of group communication.
2. Write a note on importance of report writing.
3. Explain the concept of KISS.
4. Write a letter complaining about the damaged goods delivered to you by an online shopping store.
5. Write a note on E-mail etiquette.
6. Write a note on downward communication.

Section C

(A) Choose correct answer. (10)

1. Courtesy follows _____.
(A) Hard work (B) credibility (C) relaxation (D) Writing a letter
2. _____ Plays an important role in communication.
(A) Channel (B) Word (C) Gesture (D) Letter
3. _____ is a person who gives information and facts to questions asked.
(A) interviewer (B) interviewee (C) manager (D) candidate
4. A _____ is an oral presentation.
(A) talk (B) business correspondence (C) lecture (D) memo
5. Business report conveys information to assist in business
(A) Establishment (B) communication (C) growth (D) decision making
6. _____ is the final step in the process of communication.
(A) Encoding (B) listening (C) channel (D) feedback
7. Concept of KISS means _____.
(A) Keep it simple (B) Keep it sober (C) Keep it steady (D) Keep it stow
8. _____ refers to one-on-one or small group interactions.
(A) Interpersonal communication (B) International communication
(C) Intra personal (D) Group discussion

- 9 Another word for Body language is _____.
(A) Cyanosis (B) cynics (c) Kinesics d) Kinetic
- 10 In business communication, more than _____ % of the executive's time is spent on talking to others.
(A) 15 (B) 45 (C) 85 (D) 75

(B) True/False

(10)

1. Communication involves mutuality of understanding between sender and receiver.
 2. Worker conveying the message to the manager is an example of downward communication.
 3. Feedback is an important and last part of communication process.
 4. Face to face communication spoils rapport and trust.
 5. Communication is a one way process.
 6. Fidgeting with hair is a sign of positivity in an interview.
 7. Negotiation is usually considered as a compromise to settle an issue or argument.
 8. Effective feedback is specific, not general.
 9. Reports may record past information that is used towards the future business planning.
 10. The word communication is derived from the French word 'communis'.
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