

(Pages : 3)

N – 7503

Reg. No. : .....

Name : .....

**Fourth Semester B.A./B.Sc. Degree Examination, August 2022**

**First Degree Programme Under CBCSS**

**Language Course - English**

**EN 1411.1/EN 1411.3 : READINGS IN LITERATURE**

**(Common for Career Related 2(a) courses)**

**(2019 Admission Onwards)**

Time : 3 Hours

Max. Marks : 80

- I. Answer all questions each in a word or a sentence:
1. What was the context for writing "Song to the men of England"?
  2. Where was the poem "The Gift Outright" first recited?
  3. What does Oodgeroo Noonuccal mean by 'Dream Time'?
  4. In which language was the poem "Agony" first written? Who translated it into English?
  5. Where is the tale "The Power of Faith" taken from?
  6. Why did Jerome go to the British Museum?
  7. What does "The end of Imagination" critique?
  8. Where does the play *A Marriage Proposal* begin?

P.T.O.

9. Who wrote *The Cherry Orchard*?
10. What did Uma write in the pages of the family almanacs?

(10 × 1 = 10 Marks)

II. Answer any **eight**, each in a short paragraph not exceeding **50** words:

11. Explain the phrase 'salvation in surrender.'
12. What is the theme of the poem "I Can't Help Blossoming?"
13. How does the poem "Agony" describe the physical features of the old woman?
14. Discuss the memories of home in "House of a Thousand Doors."
15. What does Kochuraman decide to learn?
16. How did marriage affect Uma's education?
17. Who is Pyarimohan?
18. Analyse the title "The Power of Faith."
19. Explain the term 'pro-nuke elite.'
20. Who is Earl Little?
21. Who was Babu Kuruvila?
22. Describe Lomov's and Natalia's first quarrel.
23. Explain 'Ku Klux Klan'.
24. What are the social evils that Tagore critiques in his story 'The Exercise Book'?
25. How does the play *A Marriage Proposal* end?
26. What is Corroboree?

(8 × 2 = 16 Marks)

III. Answer any **six**, each in a paragraph not exceeding **100** words:

27. Discuss the humour in "Telephone Conversation."
28. Why cannot the Classia flower help blossoming?
29. What are the similarities Atwood draws between the exterior and interior landscapes?
30. Comment on the title 'Madness.'
31. Analyse the significance of the Exercise Book in Tagore's story.
32. Describe the character of Natalia.
33. What role does Tschubukov play in *A Marriage Proposal*?
34. Comment on the relationship between the girl and the narrator in "Identity Card."
35. How did Kochuraman become a wealthy man?
36. Bring out the humour in the story "The Man Who was a Hospital".
37. What will be the impact of nuclear war on environment?
38. How does the social agency displace the family of Malcom?

**(6 × 4 = 24 Marks)**

IV. Answer any **two** in about **300** words:

39. Discuss the poem "We Are Going" as an aboriginal perspective on colonization.
40. What is the message that the poem "I Can't Help Blooming"? – Convey.
41. Attempt a character sketch of Krishnan in "Madness."
42. Bring out the humour in "The Power of Faith."
43. Comment on Arundathi Roy's views on the Theory of Deterrence.
44. How does Chekov satirize the Contemporary attitude of society to marriage through "*A Marriage Proposal*"?

**(2 × 15 = 30 Marks)**

(Pages : 4)

N – 7899

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**

**First Degree Programme under CBCSS**

**Core Course :**

**CO 1442/TT 1442/CX 1442/HM 1442 : BANKING AND INSURANCE**

**(Common for Commerce/Commerce and Tourism and Travel  
Management/Commerce and Tax Procedure and Practice/Commerce and  
Hotel Management and Catering)**

**(2019 admission onwards)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer all questions. Each question carries 1 mark.

1. Define banking.
2. Name the central bank of USA.
3. Expand CORE.
4. What is consumer banking?
5. What is EFT?
6. What is time policy?
7. What is tele banking?
8. What is meant by risk in insurance?

P.T.O.

9. What is CRR?

10. What is KYC?

**(10 × 1 = 10 Marks)**

**SECTION – B**

Answer **any eight** questions. Each question carries **2** marks.

11. What is liquidity management in banks?
12. Write any three retail banking products.
13. Write a note on Bank rate policy of RBI.
14. Explain Statutory Liquidity Ratio (SLR).
15. What are the precautions to be taken by the banker while dealing with a married woman?
16. Write a note on KYC norms.
17. What is an Electronic Cheque?
18. What is ideal capital adequacy ratio?
19. What are the features of mobile banking?
20. What is green banking?
21. What is Bank overdraft?
22. What is ALM?
23. What is the need of FDI in insurance sector in India?

24. What is non financial risks?
25. What is the Principle of Proximate Cause?
26. What is the basic logic behind the merger of banks?

**(8 × 2 = 16 Marks)**

**SECTION – C**

Answer **any six** questions. Each question carries **4** marks.

27. Explain the procedure of credit creation.
28. What are the Special features of Bankers right of General Lien?
29. What are the different types of deposits accepted by bank?
30. Explain the procedure to open a bank account.
31. Explain general policies of RBI.
32. Explain various types of insurance claims.
33. What are the precautions to be taken by the banker while dealing with a minor?
34. Explain the role of DRT.
35. Write a note on Bank Ombudsman.
36. What are the types of NPA?
37. What are the features of insurable risks?
38. Explain the importance of insurance.

**(6 × 4 = 24 Marks)**

SECTION – D

Answer **any two** questions. Each question carries **15** marks.

39. Which are the digital platform based banking services offered by banks in India?
40. Explain the types of Insurance.
41. Explain the role and functions of IRDA in insurance business.
42. Explain the functions of RBI.
43. Explain the reforms made in banking sector of India.
44. Who is a customer? Explain the relationship between banker and customer.

**(2 × 15 = 30 Marks)**

(Pages : 4)

N – 8052

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**

**Career Related First Degree Programme under CBCSS**

**Core Course V :**

**TT 1441/CX 1441/ HM 1441 : BUSINESS REGULATORY FRAME WORK**

**(Common for Commerce and Tourism and Travel Management/Commerce  
& Tax Procedure and Practice/Commerce and Hotel Management and  
Catering)**

**(2019 Admission Onwards)**

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer all questions. Each question carries 1 mark.

1. Define Law.
2. What is meant by Mistake?
3. What is 'Quantum Meruit'?
4. Define Bailment.
5. What is Lien?
6. What do you mean by Nominal damages?
7. What do you mean by absolute contract?

P.T.O.



8. What do you mean by intention to create legal relations?
9. Define Acceptance.
10. What is 'Consensus ad idem'?

**(10 × 1 = 10 Marks)**

**SECTION – B**

Answer any **eight** questions. Each question carries **2** marks.

11. What do you mean by 'persons not competent to contract'?
12. What is meant by free consent?
13. What do you mean by capacity to parties?
14. What is the rule regarding breach of warranty?
15. Who are included in persons disqualified by any law?
16. What is unfair trade practice?
17. 'A minor has no privilege to cheat others' - Explain.
18. What are the types of Conditions?
19. What is 'specific' goods?
20. Write any two ways in which contract of agency is created.
21. What is the rule regarding the capacity of an agent in the contract of agency?
22. Write any two Rights of the Pledgee.
23. What do you mean by privity of consideration?
24. What is the major difference between agent and Sub-Agent?
25. What is breach of contract?
26. What do you mean by bilateral mistake?

**(8 × 2 = 16 Marks)**

### SECTION – C

Answer any **six** questions. Each question carries **4** marks.

27. Write a note on Intellectual Property Rights.
28. What are the different types of quasi contracts?
29. What are the legal effects of wagering agreement in India?
30. What are the Rights of Consumers?
31. Distinguish between Misrepresentation and Fraud.
32. What are the rights of the finder of goods?
33. What are the reliefs available to Consumers regarding damaged goods?
34. What are the exceptions to the general rule of “No Consideration, No Contract”?
35. List out the essentials of a valid contract.
36. What are the important features of Consumer Protection Act, 1986?
37. Explain different types of an Agent.
38. What are the elements of mistake?

**(6 × 4 = 24 Marks)**

### SECTION – D

Answer any **two** questions. **Each** question carries **15** marks.

39. Who is a surety? Explain his rights and liabilities.
40. What is discharge of contract? Explain the different modes for discharging a contract.
41. Briefly explain the role and objectives of IRDA.

- 
42. Explain different Consumer Disputes Redressal Agencies under Consumer Protection Act, 1986.
  43. Explain the rights and duties of buyer under Sale of Goods Act, 1930.
  44. Explain the powers and functions of Information Commission.

**(2 × 15 = 30 Marks)**

(Pages : 4)

N – 8062

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**

**Career Related First Degree Programme under CBCSS**

**Group 2(a) – COMMERCE AND TOURISM AND TRAVEL MANAGEMENT**

**Vocational Course V**

**TT 1471 : TOURISM PRODCUTS**

**(2019 Admission Onwards)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer all questions. Each carries 1 mark.

1. Define tourism product.
2. Write any two Hill stations in Kerala.
3. Kaziranga National Park is famous for which animal?
4. Charminar is located in which state of India?
5. List out any two important tourist attractions in Ernakulam.
6. Which place is known as the first Tourism Village of India?
7. Identify any one UNESCO World Heritage Centre in India.
8. The national Museum of India is located in which city?
9. Ganesh Chaturthi is a major festival celebrated in which state?
10. Bhangra & Giddha are two common dance form of which state.

**(10 × 1 = 10 Marks)**

P.T.O.

SECTION – B

Answer any **eight** questions. Each carries **2** marks.

11. What is MICE Tourism?
12. What is Backwater Tourism?
13. What is Aero Sports?
14. Identify some important Hill Stations India.
15. What is Bungee Jumping?
16. Identify and list out the important Medical tourism areas found in India.
17. What is White Water Rafting?
18. Identify any two important Tiger Reserves in India.
19. What is Heli-Skiing?
20. Write a short note on Nilgiri Biosphere Reserve (NBR).
21. Write a short note on Nanda Devi Biosphere Reserve.
22. What is meant by Water Skiing?
23. Write a short note on Kite Festival.
24. What do you mean by Bungee Jumping?
25. Identify the important steps taken by the India government to protect the flora and fauna.
26. Write a short note on Kalari Payattu.

**(8 × 2 = 16 Marks)**

SECTION – C

Answer any **six** questions. Each carries **4** marks.

27. Explain about the important Areal and Water based adventure tourism activities in India.
28. Explain about Jainism in India.
29. Write shortly about the growth of Sanskrit in India.
30. Write a short note on Indian Paintings.
31. Detail about Indian Music.
32. Write in detail about Land Based Adventure Tourism.
33. Write in detail about some important Islamic religious centers in India.
34. Explain about the following :
  - (a) Canoeing
  - (b) Parachuting.
35. Detail about the different Characteristics of Tourism Products.
36. Write a short note on Classical Art forms of India.
37. Write about the adventures sports activities performed based on water.
38. Detail about different types of Museums.

**(6 × 4 = 24 Marks**

SECTION – D

Answer any **two** questions. Each carries **15** marks.

39. Discuss about the site and Event Based Attractions.
40. Explain about the Folk Art forms of Kerala.
41. Write in detail on the types of tourism products based on Usage.
42. Explain in detail about the important Religions in India
43. Write down the important types of musical instruments used in India.
44. Explain about the National Parks in India.

**(2 × 15 = 30 Marks)**

(Pages : 3)

N – 8057

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**  
**Career Related First Degree Programme under CBCSS**  
**Group 2(a) – Commerce and Tourism and Travel Management**  
**Vocational Course VI**  
**TT 1472 : HOSPITALITY MANAGEMENT**  
**(2013 – 2017 Admission)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer all questions in **one** or **two** sentences. Each question carries **1** mark.

1. What is a resort?
2. Define Floatels.
3. What is MAP?
4. Expand IHRA.
5. Define Bar.
6. Define Menu.
7. Who is the head of housekeeping department?
8. Who is a mitre d'hotel?

P.T.O.



9. What is still room?
10. What is mean by credit card?

**(10 × 1 = 10 Marks)**

**SECTION – B**

Answer any **eight** questions not exceeding **one** paragraph. Each question carries **2** marks.

11. Write a short note on B and B accommodation.
12. Write the elements of a cheque.
13. Name any two international chain hotels headquartered in India.
14. What is the main role of housekeeping department in a hotel?
15. What is night auditing?
16. Write the job role of housekeeping control desk.
17. What do you mean by Food and Beverage pantry?
18. Write any two duties of hell boy.
19. Write a short note on Tourism Financial Corporation of India.
20. What is mean by capsule hotels?
21. Discuss Point of Sale (POS).
22. Discuss youth hostels.

**(8 × 2 = 16 Marks)**

### SECTION – C

Answer any **six** questions in not exceeding 120 words. Each question carries 4 marks.

23. Elucidate the roles of housekeeping department in hotel industry.
24. Explain about non-revenue departments in a hotel.
25. Explain the types of hotels based on the location.
26. Describe the essential facilities needed for the approval of a five-star hotel.
27. Discuss the ancillary departments of a restaurant.
28. Differentiate table d'hote and ala cart menu in detail.
29. Delineate the various modes of payment used in a hotel
30. Expand HRACC and discuss various agencies and organizations included in the hotel approval and recognition Committee.
31. Write a note about any four international chain hotels operating in India.

**(6 × 4 = 24 Marks)**

### SECTION – D

Answer any **two** questions in not exceeding **four** pages each. Each question carries 15 marks.

32. Describe the types of hotels based on size, target market, and ownership.
33. Explain the qualities and attributes needed for a restaurant staff in detail.
34. Draw the organisational structure of a restaurant and explain the duties and responsibilities of each job role.
35. Draw the organisation chart of housekeeping department in a five-star hotel and explain the duties and responsibilities of each job role.

**(2 × 15 = 30 Marks)**

(Pages : 4)

N – 8063

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**

**Career Related First Degree Programme Under CBCSS**

**Commerce and Tourism and Travel Management**

**Vocational Course VI**

**TT 1472 : TOUR GUIDING AND ESCORTING**

**(2019 Admission Onwards)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer **all** questions in one or two sentences. Each question carries **1** mark.

1. Who is a local guide?
2. Name some professional qualities of a guide.
3. Define tour manager.
4. What is attitude?
5. What is point duty interpretation?
6. What is the purpose of code of conduct?
7. What is an itinerary?

**P.T.O.**

8. Expand GIT.
9. Define grooming.
10. What is checklist?

**(10 × 1 = 10 Marks)**

**SECTION – B**

**Answer any Eight questions in not exceeding one paragraph each. Each question carries 2 marks.**

11. What are the necessary gadgets required for tour guide?
12. Who is a historical guide?
13. What is the most important quality of a tour guide?
14. Define tourist.
15. What is a first aid?
16. What are the necessary skills required for trekking?
17. What are travel documents?
18. Who is a city tour guide?
19. What is the role of interpreter in tourism?
20. Name some examples for architecture interpreting in India.
21. What is hosted tour?
22. What is interpretation?
23. What is incentive tour?

24. What are the various modes of transportation?
25. What is an escorted tour?
26. What are the various transport agencies in Kerala?

SECTION – C

(8 × 2 = 16 Marks)

Answer **any Six** questions in not exceeding **120** words.  
Each question carries **4** marks.

27. Discuss on role of a tour guide.
28. Classify and explain the various types of tour guide.
29. Elucidate on seven sins of guide.
30. Discuss about FIT.
31. Describe the interpretive approach on tour guiding
32. Write three examples on interpretation of any theme.
33. Elaborate on types of tours.
34. Discuss on guidelines for working with disabled people.
35. List down and explain various types of itinerary.
36. Elaborate on package tour.
37. Differentiate between guide and escort.
38. Describe on escorting ethics.

(6 × 4 = 24 Marks)

SECTION – D

Answer **any Two** questions in not exceeding **4** pages each.  
Each question carries **15** marks.

39. Summarize on guiding techniques.
40. Elucidate on service cycle of travel business.
41. Summarize on code of conduct of tour guide.
42. Write an essay on dealing with various emergency situations.
43. Elaborate on escorting.
44. Discuss on tour guiding.

(2 × 15 = 30 Marks)

(Pages : 4)

N – 8065

Reg. No. : .....

Name : .....

**Fourth Semester B.Com. Degree Examination, August 2022**

**Career Related First Degree Programme under CBCSS**

**Psychology**

**Complementary Course for Commerce and Tourism and Travel  
Management**

**PG 1431.1 : ORGANIZATIONAL BEHAVIOUR**

**(2020 Admission)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Fill in the blanks : Answer all questions. Each question carries one mark.

1. \_\_\_\_\_ are those for which the group's performance is equal to the sum of the performances by each group member.
2. \_\_\_\_\_ is the best possible settlement that a person can ask for and still reasonably support with facts and logic.
3. The effect on behaviour when two or more people are performing the same task in the presence of one another is called \_\_\_\_\_.
4. The extent to which a culture encourages the collective distribution of resources is \_\_\_\_\_.
5. The negative expectations of an individual cause a decrease in that individual's actual performance is \_\_\_\_\_.

P.T.O.

Define the following. Answer **all** the questions. Each question carries **one** mark.

6. Corresponding effects
7. Jurisdictional ambiguity
8. Functional conflict
9. Social inhibition
10. Power distance

**(10 × 1 = 10 Marks)**

**SECTION – B**

Answer any **eight** questions in a paragraph. Each question carries **two** marks.

11. Differentiate between homogeneous and heterogeneous group.
12. Describe individual difference theory.
13. What are the traits that are most related to work motivation?
14. Describe Fiedler's contingency model.
15. What is self-fulfilling prophecy?
16. Explain path-goal theory.
17. Give an account on transactional leadership.
18. Describe evaluation apprehension.
19. What is free-rider theory?
20. Give a note on groupthink.
21. Differentiate between task-oriented roles and social-oriented roles.
22. Explain two-factor theory.



23. Describe the stages of group formation.
24. Define organizational climate.
25. What are the different groups on the basis of coherence?
26. Describe collectivism versus individualism.

**(8 × 2 = 16 Marks)**

**SECTION – C**

Answer any **six** questions not to exceed **120** words. Each question carries **4** marks.

27. What are the criteria to be met for a group?
28. Explain the types of Conflict.
29. Elucidate job characteristics theory.
30. Give an account on employee behaviour based on need for achievement, power and affiliation.
31. Differentiate between intrinsic and extrinsic motivation for performance.
32. What is referent power?
33. Give an account on the reasons for joining groups.
34. Give a brief description of IMPACT theory?
35. Explain the theories that focus on employee's needs and values.
36. What are the motivational facets to organizational commitment?
37. Give a brief description on equity theory.
38. Describe the ways in which organization can promote growth and challenge.

**(6 × 4 = 24 Marks)**

SECTION – D

Answer any **two** questions in not exceeding **four** pages. Each question carries **15** marks.

39. Explain the factors affecting group performance.
40. Evaluate different conflict styles.
41. Discuss the essential skills for a leader and the task involved.
42. Explain the factors that determine the effectiveness of the incentive programme.
43. Evaluate the different perspectives on organizational culture.
44. Describe the causes of conflict. Discuss how conflict can be resolved?  
(2 × 15 = 30 Marks)