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C – 3763

Reg. No. :

Name :

Fourth Semester B.A./B.Sc. Degree Examination, July 2017
First Degree Programme under CBCSS
Language Course – VIII & VI
READINGS IN LITERATURE
(Common for B.A./B.Sc. EN 1411.1 & Career Related 2 (a) EN 1411.3)
(2015 Admission)

Time : 3 Hours

Max. Marks : 80

I. Answer **all** questions, **each** in a word or sentence :

- 1) How is second childhood described by Jacques ?
- 2) Where did the lady take the knight-of-arms ?
- 3) What is the eternal note of sadness that the poet hears at Dover Beach ?
- 4) Who is Telemachus ?
- 5) How does Kamala Das describe herself ?
- 6) Who is the author of the book called the Bible of Tolerance ?
- 7) Who are the American poet and philosopher who preached of the beauties of idleness ?
- 8) What was the effect of Dr. Raman's words on Gopal ?
- 9) Where did the two patients in K.R. Meera's short story meet ?
- 10) What according to Vera was the reason for Mr. Nuttel's sudden exit ?

(1×10=10 Marks)

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

- 11) Describe the leech gatherer as portrayed by William Wordsworth.
- 12) How does Yeats present Helen and Aphrodite ?
- 13) How does Wilfred Owen justify the soldiers who lose imagination ?
- 14) What is Robert Frost's explanation for the Crumbling Walls ?
- 15) What is Satchidanandan's opinion about Stammer ?

P.T.O.



- 16) How is tolerance superior to love ?
- 17) Oriestely's holiday on the moor.
- 18) Summarize Einstein's view on art and science.
- 19) What was Nehru's opinion about the pilgrims at Allahabad ?
- 20) What is Mandela's attitude to industrial colour bar ?
- 21) Vera's explanation of the open window in Saki's story The Open Window.
- 22) Kumarettan's attitude to American life. **(8×2=16 Marks)**

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

- 23) Shakespeares description of the fourth and fifth stages of human life.
- 24) Describe the Knight's meeting with the enchanting beauty.
- 25) Arnold's description of the enchanting view of the sea at the Dover Beach.
- 26) Bring out Ulysses' frustration on leading an idle life.
- 27) Summarize the disturbing effect of the constable's visit.
- 28) Kamala Das attitude to the interferences of relatives and friends.
- 29) How does Sarojini Naidu respond to fate which tries to take away her sight and hearing ?
- 30) Forster's views on the significance of Tolerance in public life.
- 31) Describe the transformation of the lawyer in his years of imprisonment. **(6×4=24 Marks)**

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

- 32) Evaluate A Prayer for My Daughter as Yeat's lament on the decline of virtue and sincerity in Women.
- 33) "Ulysses is the symbol of man's untiring quest for knowledge". Justify.
- 34) "Stammer is a critique of modern society". Substantiate.
- 35) Bring out the assault on conventional morality in the story Yellow is the Colour of Love. **(15×2=30 Marks)**

Tourism



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C – 3928

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2017
Career Related First Degree Programme under CBCSS
Complementary Course
Tourism and Travel Management
PG 1431.1 : APPLIED SOCIAL PSYCHOLOGY
(2014 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

PART – A

Answer **all** questions. **Each** question carries **one** mark. Choose the correct answer.

1. Two or more individuals working towards a common goal is called a
a) Organization b) Group c) Leadership d) Communication
2. The theorist who proposed the concept of fully functioning individual
a) Maslow b) Allport c) Freud d) Rogers
3. The moral branch of mental functioning is
a) Super ego b) Id
c) Ego d) None of the above
4. _____ is a means to improve altruism.
a) Rewarding b) Conditioning c) Modeling d) All the above
5. Adopting behaviours opposite to one's true feelings is
a) Reaction formation b) Displacement
c) Projection d) Repression

PART – B

Fill in the blanks :

6. _____ is a way of reducing anxiety by distorting reality.
7. Feeling for others is called _____

P.T.O.



- 8. Negative state relief model was proposed by _____
 - 9. Frustration leads to _____
 - 10. The state of being free from both physical and mental illness or injury is _____
- (1×10=10 Marks)**

PART – C

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

- 11. Crowding
 - 12. Pro-social behaviour
 - 13. Denial
 - 14. Central traits
 - 15. Reaction formation
 - 16. Preconscious
 - 17. Self-esteem
 - 18. Religiosity
 - 19. Eye-witness testimony
 - 20. Leadership
 - 21. Bystander effect
 - 22. Stress.
- (8×2=16 Marks)**

PART – D

Answer **any 6**. Each carries **4** marks.

- 23. Effects of crowding and high density on social behaviour.
- 24. Psycho-sexual stages of development.
- 25. Situational factors affecting altruistic behaviour.



26. Leadership styles.
27. How does one's mood affect helping behaviour ?
28. What is environmental pollution ? How does it affect social behaviour ?
29. Why is personal space important to human beings ?
30. How can altruistic behavior be improved ?
31. What is the social psychology of political behaviour ? **(6×4=24 Marks)**

PART – E

Answer **any 2**. Each question carries **15** marks.

32. What is environmental stress ? Explain the causes of environmental stress.
33. Explain the humanistic approach to personality development by Carl Rogers and Abraham Maslow.
34. What is Social Psychology ? What is its application in health care ?
35. Bring out the application of Social Psychology in the arena of legal and justice system. **(2×15=30 Marks)**



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C – 3834

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2017
First Degree Programme Under CBCSS
Core Course : CO 1442/CX 1442/HM 1442/TT 1442
BANKING THEORY AND PRACTICE
**(Common for Commerce/Commerce and Tax Procedure and Practice/
Commerce and Tourism and Travel Management/Commerce and Hotel
Management and Catering)**
(2013 Admn.)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **all** questions in **one** word or to a maximum of **two** sentences **each**.

Each question carries **one** mark.

1. Define a commercial bank.
2. What is ATM ?
3. What is SLR ?
4. What is KYC ?
5. What is mobile banking ?
6. Define bank rate.
7. What is CORE ?
8. Define E-Cheque.
9. What is RTGS Service ?
10. Define a customer.

(10×1=10 Marks)

P.T.O.



SECTION – B

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

11. What is unit banking ?
12. What is Bank Rate Policy ?
13. Write a note on nationalisation of commercial banks and its impact.
14. What is Garnishee order ?
15. Distinguish between current account and savings bank account.
16. Explain the term "Lender of last resort".
17. What do you mean by Scheduled banks ?
18. Explain the meaning of NEFT.
19. Explain the importance of Electronic fund transfer.
20. What are the essentials of a valid cheque ?
21. What is NPAs ? Explain.
22. What is capital adequacy norms ? Explain.

(8×2=16 Marks)

SECTION – C

Answer **any six** questions in about **120** words **each**. **Each** question carries **4** marks.

23. What are the important secondary functions of a commercial bank ?
24. Explain the process of creation of credit.
25. Distinguish between Debit Cards and Credit Cards.
26. Explain the process of Electronic Clearing Service (ECS).
27. What do you mean by open market operations ? Explain.



28. Distinguish between General and Special crossing.
29. Explain the importance of priority sector lending.
30. Explain the relationship between banker and customer briefly.
31. What are the functions of NABARD ? (6×4=24 Marks)

SECTION – D

Answer **any 2** questions in **not exceeding 4** pages. **Each** question carries **15** marks.

32. Explain the structure commercial banking in India and its role in economic development.
 33. Describe briefly the functions of Central bank.
 34. What is dishonour of cheque ? Explain the liabilities of wrongful dishonour.
 35. Describe the various E-banking methods implemented by the modern banks and its impact in the Economy. (2×15=30 Marks)
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C – 3927

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2017
Career Related First Degree Programme under CBCSS
Core Course – V : TT 1441/CX 1441/HM 1441
BUSINESS COMMUNICATION AND OFFICE MANAGEMENT
**(Common for Commerce and Tourism and Travel Management/
Commerce and Tax Procedure and Practice/ Commerce and
Hotel Management and Catering)**
(2014 Adm.)

Time : 3 Hours

Max. Marks : 80

SECTION – A

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

1. What is an office ?
2. What is Visual Communication ?
3. What do you mean by Semantic barriers ?
4. Give the expansion of BSNL and MTNL.
5. What is a Cellular Phone ?
6. What are Minutes ?
7. Define Filing.
8. Name any four media of Mass Communication.
9. What do you mean by Office Layout ?
10. Define Interview.

(10×1=10 Marks)

P.T.O.



SECTION – B

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

11. Explain briefly the objectives of Communication.
12. Distinguish between Upward and Downward Communication.
13. Who are the various stakeholders of business Communication ?
14. What are the attributes of Written Communication ?
15. Explain body language with examples.
16. What is meant by Inside Address ? Give an example.
17. Define Indexing. State two advantages of Indexing.
18. Define Reports. State the different types of reports.
19. Write short notes on 'Internet'.
20. Briefly explain the functions of an office manager.
21. What is a status enquiry letter ?
22. What is meant by Transactional analysis ? (8×2=16 Marks)

SECTION – C

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

23. Explain the elements of Communication.
 24. Briefly explain any four types of documents used in business as channels of written communication.
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25. Discuss briefly any four barriers of Communication.
26. Briefly explain the essential qualities of a business letter.
27. Discuss briefly the objectives of office layout.
28. Elucidate briefly the functions of an office.
29. Prepare a model resume highlighting your academic achievements and suitability for the post of an accountant.
30. Draft a letter to Godrej Company Ltd., asking for information about their New Pollution Free Air Conditioners for your office. Give detailed specification of your requirements.
31. What is a Meeting ? Explain the different types of meetings. **(6x4=24 Marks)**

SECTION - D

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

32. Define Communication. What are its characteristics ? Explain the importance of Communication in Management.
33. State and explain the various Parts of a business letter. Explain also the different styles of layout of a letter.
34. Discuss the role played by Modern Communication Technology in Business Management.
35. Explain the role and significance of office layout, filing systems and indexing in the successful management of a large office. **(2x15=30 Marks)**



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C – 3896

Reg. No. :

Name :

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

Time : 3 Hours

Max. Marks : 80

SECTION – A

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

1. Define hotel.
2. What is speciality restaurant ?
3. What is echotel ?
4. What is night audit ?
5. What is meant by reservation ?
6. What is passport ?
7. Name the types of accounts maintained in front office.
8. What is ginger hotel ?
9. What is Duplex ?
10. Expand HRACC.

(10×1=10 Marks)

SECTION – B

Answer **any 8** questions in **not** exceeding **one** paragraph **each**. **Each** question carries **2** marks.

11. What is double-double room ?
12. What is housekeeping ?
13. Mention the sources of booking rooms.
14. What is reception ?

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15. What do you mean by back of the house ?
16. What is coffee shop ?
17. What is travellers Cheque ?
18. What is master folio ?
19. What is hotel lobby ?
20. Mention the international hotel chains in India.
21. Give examples of Flotels.
22. Explain heritage hotel.

(8x2=16 Marks)

SECTION – C

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

23. Classify hotels based on size. Give suitable examples.
24. What are the various types of rooms you will find in a star hotel ?
25. Discuss the functions performed by the front office personnel.
26. What are the qualities required for a front desk staff ?
27. What are the functions of housekeeping department ?
28. What is over booking ? State its advantages and limitations.
29. What are the different modes of cash settlement of guest accounts ?
30. Explain guest folio. What are its contents ?
31. Mention the role of front office for ensuring safety and security of hotel guests.

(6x4=24 Marks)

SECTION – D

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

32. Explain the organisation of housekeeping department in a five star hotel.
33. Draw the layout of front office department and explain the role of front office manager.
34. Discuss the emerging trends in hospitality industry.
35. Write a note on food and beverage department in a deluxe hotel.

(2x15=30 Marks)



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C – 3662

Reg. No. :

Name :

Fourth Semester B.A./B.Sc. Degree Examination, July 2017
First Degree Programme under CBCSS
Language Course : READING IN LITERATURE
(Common for B.A./B.Sc. EN 1411.1 and Career Related 2(a) EN 1411.3)
(2013 & 2014 Admission)

Time : 3 Hours

Max. Marks : 80

I. Answer **all** questions in **one** word or a maximum of **two** sentences **each**.

- 1) Who is the close friend of the maturing sun ?
- 2) What does, "to be or not to be" indicate ?
- 3) Name the figure of speech used in the line, "Tiger, tiger burning bright".
- 4) To which poetic genre does *Tithonus* belong ?
- 5) What is the original title of the poem *Lucy Gray* ?
- 6) What is the great pleasure of ignorance ?
- 7) Name the collection of stories in which *The Man in Asbestos* is published.
- 8) Name the chief programmer of Multivac.
- 9) What is the English translation of *Table d'hote* ?
- 10) Who wrote *Gitanjali* ?

(10×1=10 Marks)

II. Answer **any eight** of the following questions in a maximum of **one** paragraph **each**.

- 11) Who is a gleaner ? Why is the gleaner's head said to be laden ?
- 12) Why does the swallow say that it has a golden bedroom ?
- 13) How did the young girl look like when approaching Rosemary ?
- 14) What is theme of *The Man in Asbestos* ?
- 15) What was Johnsy's fancy ?
- 16) "Those footmarks, one by one/Into the middle of the plant". Elucidate.
- 17) What is the poem *The Wind Tapped Like a Tired Moon* about ?

P.T.O.



- 18) Who is Pericles ?
- 19) Explain the relevance of, "Balancing unspilled milk".
- 20) What did Lamar Swift reveal finally ?
- 21) What is the theme of the poem *The Tiger* ?
- 22) Why did the teacher mention stevedores and longshoremen in his class ?
(8x2=16 Marks)

III. Answer **any six** of the following questions in a maximum of **120 words each**.

- 23) To whom does the Prince give away his eyes and why ?
- 24) Comment on the structure of the poem *Tithonus*.
- 25) Describe how the narrator found Broadway in the future world.
- 26) Explain briefly what the last leaf stands for.
- 27) What do you understand by fearful symmetry ?
- 28) Comment on the romantic elements in the poem *Lucy Gray*.
- 29) How does the poem, *Leave this Chanting* expose the false religiousness of worshippers everywhere ?
- 30) How did the asbestos man gain his education ?
- 31) Explain what does King mean by saying that America has given the Negro people a bad cheque that has come back marked, "insufficient funds".
(6x4=24 Marks)

IV. Answer **any two** questions as essays.

- 32) Explain what the pleasures of ignorance are.
- 33) Comment on *The Machine that Won the War* as a science fiction.
- 34) Describe the character of Rosemary.
- 35) Explain the value of friendship in the light of *The Last Leaf*. (2x15=30Marks)