

SOMAIYA VIDYAVIHAR UNIVERSITY

Dr. Shantilal K. Somaiya School of Commerce and Business Studies

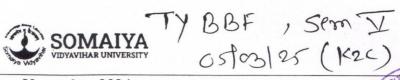
QUESTION PAPERS

BRANCH: Bachelor of Commerce	SEM: V
(Banking & Finance)	
	OCT/NOV-2024

Sr. No.	Subject	Available
1.	131U05V501 - Management Accounting (A), (B)	
2.	131U05K501 – Research Methodology	
3.	131U05C501 – International Banking & Finance	
4.	131U05C502 - Credit Management (A), (B)	
5.	131U05C503 – Marketing of Financial Services	
6.	131U05V503 – Treasury Management	
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ATKT EXam, March 2025



November 2024 Examination: End Semester Examination April 2024 (UG Programmes) Programme code: 05 Programme: Banking & Finance Name of the Constituent College: S K Somaiya College Course Code: 131U05V501 Name of the Course: Management Accounting

Duration: 2 Hrs. Maximum Marks: 60
Instructions: 1)Figures to the right indicates the full Marks.

2) use of simple calculator is allowed.

Q. No.					Max. Marks	СО
Q. 1	(A) Prepare Comparative Reveltd. From the Following Detail:	enue Statement i	n Vertical Form	of Guruji	(15)	COI
	Profit and Loss A/c for the ye	URUJI Ltd. ar ended 31 st m	arch			
	Particulars(DEBIT)	2018 (Rs.)	2019 (Rs).			
	To Opening stock	2,25,000	3,00,000			
	To Purchases	22,50,000	32,10,000			
	To Interest Paid	1,50,000	1,50,000			
	To Depreciation:					
	Furniture	15,000	15,000			
	Machinery	36,000	30,000			
	To Administrative Exp.	2,94,000	4,41,000			
	To Selling Exp.	4,56,000	7,53,000			
	To Carriage Outward	75,000	3,15,000			
	To Loss on sale of machinery	-	15,000			
	To Wages	1,95,000	3,00,000			
	To Provision for Tax	5,70,000	4,35,000			
	To Net Profit	5,70,000	4,35,000			
	1 2 2 3	48,36,000	63,99,000			
	Particulars (CREDIT)	2018 (Rs.)	2019 (Rs).			
	By Sales	45,00,000	60,00,000			
	By Closing Stock	3,00,000	3,60,000			
	By Dividend	12,000	39,000			
	By Profit on Sales of investment	24,000	_			
		48,36,000				
		OR				

Liabilities	Rs.	Assets	Rs.			
Equity share capital	4,00,000	Fixed Assets	4,80,000			
Preference share capital	2,00,000	Stock	80,000			
Reserves	40,000	Debtors	2,00,000			
Profit & Loss A/c.	30,000	Bills Receivable	40,000			
Bank overdraft	1,00,000	Prepaid expenses	20,000			
Creditors	80,000	Cash at Bank	1,00,000			
Provision for Taxation	40,000					
Proposed dividend	30,000					
	9,20,000		9,20,000			
Convert the above bala			prepare comm	on size		
statement.						
(A) Following is the B	alance sheet	as at 31st March, 2	2020.		(15)	CO2
Liabilities	Rs.	Assets	Rs.			
6% Pref. share capital	2,50,000	Fixed Assets	6,00,000			
Equity share capital	3,00,000	Trade Investment	1,14,000			
Capital Reserve	27,500	Marketable Investment	55,000			
General Reserve	78,000	Stock	40,500			
Profit & Loss A/c.	15,000	Sundry Debtors	1,05,000			
8% Debentures	1,75,000	Prepaid Exps.	3,000		1.	
Bank overdraft		Cash & Bank balance	50,000			
Sundry creditors	47,000	Preliminary Exps.	11,000			
Outstanding expenses	6,000					
	9,78,500		9,78,500			
You are required to consider the constant of t	atio io y Ratio	ove in vertical for	m and calcula	te:		
		OR				
(B) Following is the Trading and P & L A/c of Sidharth Ltd. For the year ended 31st March 2017. You are required to calculate i) Gross Profit Ratio ii) Operating Cost Ratio iii) Stock turnover Ratio						CC

	Rs.	Particular		Rs.		
To Opening Stock		By Sales		9,00,000	-	
To Purchases		By Closing	Stock			
To Wages	2,14,000		Stock	80,000		
To Gross Profit c/d	1,56,000	-				
	9,80,000			0.00.000		
To Salaries		By Gross Pr	ofit h/d	9,80,000		
	20,000	By Interest of		1,56,000		
To Rent	5.000	Investment)11	5.000		
To other office	2,000	mvestment		5,000		
expenses	15,000					
To Selling Expenses	10,000					
To Depreciation	30,000					
To Interest	5,000					
To Provision for Tax	20,000					
To Net Profit c/d	50,000					
- I tollt o/u	1,61,000					
Other information:	1,01,000			1,61,000		
A) From the following You are required to prep	details relat pare Cash F	ing to the Acolow Statemer	counts of Gr	ow More I	_td. (15)
		31-3-22	31-3-23			
Liabilities		Rs.	Rs.			
Equity Share Capital		2,00,000	2,50,0	000		
12% Debentures		1,00,000	80,0			
10% Pref. Share Capita	1	50,000	80,0			
Bank Loan		70,000	1,10,0			
Reserves	No.	20,000	25,0			
P. 0						
Profit and Loss A/c		50,000				
Creditors		50,000 60,000	60,0	000		
Creditors		60,000	60,0 75,0	00		
Creditors			60,0	00 00 00		
Creditors		60,000 40,000 5,90,000 31-3-22	60,0 75,0 33,0	00 00 00		
Creditors Bills Payable Assets		60,000 40,000 5,90,000 31-3-22 Rs.	60,0 75,0 33,0 7,13,0	00 00 00		
Creditors Bills Payable Assets Bank		60,000 40,000 5,90,000 31-3-22	60,0 75,0 33,0 7,13,0 31-3-23	00 00 00 00		
Creditors Bills Payable Assets Bank Stock		60,000 40,000 5,90,000 31-3-22 Rs.	60,0 75,0 33,0 7,13,0 31-3-23 Rs.	00 00 00 00		
Creditors Bills Payable Assets Bank Stock Debtors		60,000 40,000 5,90,000 31-3-22 Rs. 35,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs.	00 00 00 00 00		
Creditors Bills Payable Assets Bank Stock Debtors Machinery		60,000 40,000 5,90,000 31-3-22 Rs. 35,000 40,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs. 16,0 75,0	00 00 00 00 00 00 00		
Assets Bank Stock Debtors Machinery Furniture		60,000 40,000 5,90,000 31-3-22 Rs. 35,000 40,000 90,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs. 16,00 75,00	00 00 00 00 00 00 00		
Creditors Bills Payable Assets Bank Stock Debtors Machinery Furniture Land		60,000 40,000 5,90,000 31-3-22 Rs. 35,000 40,000 90,000 75,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs. 16,00 75,00 1,50,00 60,00 8,00	00 00 00 00 00 00 00 00		
Creditors Bills Payable Assets Bank Stock Debtors Machinery Furniture Land Buildings		60,000 40,000 5,90,000 31-3-22 Rs. 35,000 40,000 90,000 75,000 10,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs. 16,00 75,00 60,00 8,00 2,80,00	000 000 000 000 000 000 000 000		
Creditors Bills Payable		60,000 40,000 5,90,000 31-3-22 Rs. 35,000 40,000 90,000 75,000 10,000 1,70,000	60,0 75,0 33,0 7,13,0 31-3-23 Rs. 16,00 75,00 1,50,00 60,00 8,00	00 00 00 00 00 00 00 00 00 00		

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I	(B) From the following info Ltd., prepare a statement sho year 2021-22:	OR rmation pro				
I	Ltd., prepare a statement sho year 2021-22:	rmation pro				
	a) Estimated sales for the bound of the boun	he year 202 ture ratios t labour 20% per unit. in in stock process for ain in stock yed 2 month conth credit at of wages at of overhe ace is expect safety at 1 alculated at	cing capital 21-22 Rs.43 to selling properties and overhead for 2 months of 1 months of 1 months or 1 months of 1	requirements for the 3,20,000/- rice- eads 10%. as. th. a month. 5% of the debtors.	(15)	CO4
Q.4	Attempt the following: (5 (A) PQR Ltd furnished the 2019-20:-	mark each	h) information	n for the year ended	(15)	CO2,3
	Opening balance of Debt	ors	2,20,000			
	Closing Balance of Debt	ors	2,80,000			
	Total sales		8,00,000			
	Cash sales		20% of to	tal sales		
	Calculate the following: (i) Debtor turnover ratio (ii) the average collection period (assuming 365 days a year) for the year 2019-20. (iii) Comment on the collection policy of the company.					
	B) From the following inf	formation c	alculate cas	sh flow from investing		
	activities.					
			hased	Sold		
	1.Machinery	8,00,		45,000		
	2. Investment	3,00,		1,50,000 2,50,000		
	3. Furniture	1,00,		2,30,000		
	4. Goodwill		0,000			
	5. Interest Received on in 6. Dividend received on s	ivestment b	21,000			





November 2024

Examination: End Semester Examination (UG Programmes)

Programme code: 05
Programme: Banking & Finance

Name of the Constituent College: S K Somaiya College

Name of the Department: Accounting & Finance

Course Code: 131U05V501

Name of the Course: Management Accounting

Duration: 2 Hrs.

Instructions: 1)Figures to the right indicates the full Marks.

2) use of simple calculator is allowed.

). No.					lax. Marks	CO
Q.1	(A) Following is the Baland December, 2021 and 2022.		nyam Ltd. as on 31	st (15)	CO1
	Liabilities	2021 (Rs.)	2022 (Rs.)			
	Equity share capital	1,50,000	2,00,000			
	General Reserve	10,000	20,000			
	Profit & Loss A/c.	30,000	40,000			
	8% Preference capital	40,000	20,000			
	Debentures	65,000	60,000			
	Bank overdraft	15,000	20,000			
	Creditors	20,000	35,000			
	Bills payable	30,000	25,000			
		3,60,000	4,20,000			
	Assets	2021 (Rs.)	2022 (Rs.)			
	Land & Building	75,000	90,000			
	Plant & Machinery	85,000	1,00,000			
	Furniture & fittings	6,000	18,000			
	Investment	12,000	15,000			
	Stock	94,500	75,000			
	Sundry Debtors	77,250	90,000			
	Cash	7,250	27,000			
	Preliminary expenses	3,000	5,000			
1		3,60,000	4,20,000			
	You are required to prepare	Comparative Bal	ance sheet (in ver	tical form).		
	(B) You are required to p vertical form and calculate			loss A/C in (1	15)	CO1

Particulars	201 (Rs		2019 (Rs.)	2020 (Rs.)			
Net sales		0,000	40,000				
Opening stock		3,000	5,000	,			
Purchases		7,000	19,000	,			
Wages	1	,500	3,000	2,000			
Carriage inward	2	,000	4,000	4,000			
Closing stock	5	,000	7,000	6,000			
Office expenses	1	,000	1,200	1,500			
Seling expenses		700	900	1,000			
Finance expense		600	1,000	2,000			
Non-operating inco		800	900	1,000			
Non operating exps		500	300	500			
tax		40%	40%	40%			
(A) Following is the	Balance Sheet	t of Sta	r Products Ltd			(15)	C
Liabilities	on 31-3-22	Asset	<u> </u>	on 31-3-22			
Equity Share Cap.	5,00,000		Assets	13,00,000	_		
General Reserve	3,20,000		ments	4,00,000			
10% Debentures	7,50,000	Stock	411011115	8,50,000	-		
Profit & loss A/c	7,40,000	-	y debtors	5,00,000			
Sundry Creditors	2,30,000		d Expenses	40,000			
Bank Overdraft	4,00,000		Receivables	78,000			
Bills payable	1,80,000	Cash		62,000			
Proposed Dividend	1,50,000	Prelim	ninary Exp.	40,000			
	32,70,000			32,70,000			
You are required to co (1) Current Ratio (2) Debt Equity Ratio (3) Proprietary Ratio (4) Stock to Working (5) Return on capital	ompute the fol	llowing		3,25,000.			
(B) From the follow	ing Trading	OR and Pr	ofit and Loss	Account of	Tata	(15)	CO
Chemicals Ltd. for the form and calculate: (i) Gross Profit Ratio (ii) Operating Ratio (iii) stock turnover rat (iv) Expenses Ratio		31° M€	arch, 2022. Co	onvert it in ve	ertical		

Particulars	Rs.	Particulars	Rs.
To Opening Stock	4,00,000	By Sales	25,00,000
To Purchase	9,80,000	By Closing Stock	6,00,000
To Wages	2,90,000	By Dividend Received	11,000
To Factory Expenses	1,90,000		
To Office Salaries	2,50,000		
To Selling Expenses	1,12,500		
To Dep. On Machinery	2,50,000		
To Provision for Tax	1,40,500		
To transfer to General			
Reserve	2,00,000		
To Net Profit	2,98,000		
	31,11,000		31,11,000

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Q.3 (A)The Balance sheets of Atul Ltd. are as follows: (15) CO3

Liabilities	2020	2021
Liabilities	Rs.	Rs.
Equity share capital	1,50,000	2,50,000
General Reserve		30,000
Debentures	59,000	
Sundry Creditors	57,000	46,000
Bills payable	30,000	6,000
Provision for Tax	20,000	25,000
Proposed Dividend	15,000	20,000
Profit & Loss A/c.	6,000	29,000
TOTAL	3,37,000	4,06,000
Assets	2020	2021
Assets	Rs.	Rs.
Goodwill	55,000	45,000
Land & Building	80,000	90,000
Plant & Machinery	40,000	1,00,000
Stock	42,000	53,000
Debtors	90,000	98,000
Bills Receivable	8,000	12,000
Prepaid Expenses	6,000	4,000
Cash in hand	10,000	4,000
Bank balance	6,000	
TOTAL	3,37,000	4,06,000

- i. During the year 2021, Depreciation of Rs.8,000/- and Rs.10,000 have been charged on Land & Building and Plant & Machinery respectively.
- ii. An Interim dividend of Rs.7,500 was paid during the year.
- iii. During the year 2021, Machinery having a Book value of Rs.8,000 was sold for Rs.7,000.

Prepare a cash flow statement for the year ended 31st Dec., 2021.

		OR					
	(B) Yash Raj Ltd. provides the fall Projected Annual Materi 21,60,000 and Rs 16,20,4 b) Cost of sales consists of c) Production and sales taked d) As per the credit policy of three months credit will be capital statement investment investment in the capital statement in the capit	al and labor 000 respection material, laber place even of the comparts the Rs 13,50 ment in debter on an average o	cost of ively. bour and ally through any. Detained for cost of the cost. It is to the cost of the cost of the cost of the cost. It is to the cost of the cost of the cost of the cost. It is to the cost of the	l overhead ghout the ptors (at se owever for be conside one month r half a month r one month r one month	s cost only. year. lling price) a working ered at cost. onth. th.		CO4
2.4	requirements Attempt the following: (5 mark	r each)				(15)	CO1,
	Order:- Cash Creditors	Rs.50,000 Rs.20,000				2,3	
	Loan Payable	Rs.6,00					
	Debtors		Rs.40,0				
	Inventory		Rs. 1,20				
	Wages Payable		Rs.20,0				
	Provision for tax		Rs.10,0	00			
	Marketable securities						
	Calculate: A. Working capital. B. Current ratio			following	information		
	B) Find out funds from operating	activities fr	om the	2023 (Rs.)			
	B) Find out funds from operating Particulars	2022	(Rs.)	2023 (I			
	B) Find out funds from operating Particulars Profit &loss Account	2022 40,00	(Rs.)	2023 (I 50,000			
	B) Find out funds from operating Particulars Profit &loss Account General Reserve	2022 40,00 60,00	(Rs.) 0 0	2023 (I 50,000 65,000			
	B) Find out funds from operating Particulars Profit &loss Account General Reserve Provision for Depreciation	2022 40,00 60,00 40,00	(Rs.) 0 0 0	2023 (I 50,000 65,000 48,000			
	B) Find out funds from operating Particulars Profit &loss Account General Reserve Provision for Depreciation Goodwill	2022 40,00 60,00 40,00 8,000	(Rs.) 0 0	2023 (I 50,000 65,000 48,000 5,000			
	B) Find out funds from operating Particulars Profit &loss Account General Reserve Provision for Depreciation	2022 40,00 60,00 40,00	(Rs.) 0 0 0	2023 (I 50,000 65,000 48,000			





November 2024
Examination: End Semester Examination (UG/PG Programmes)

Programme code: 05
Programme: Banking & Finance

Name of the Constituent College: S K Somaiya College

Course Code: 131U05K501
Name of the Course: Research Methodology

Duration: 2 Hrs.

Instructions: 1) Draw neat diagrams 2) Assume suitable data if necessary

Question No.		Max. Marks	CO Attainm ent
Q.1	(a)Discuss the criteria for conducting good research	8	CO1
	(b) "Testing of Hypothesis is important" Justify this statement by explaining the process of Hypothesis.	7	CO2
	OR (c) Explain Inductive and Deductive approach with example in detail.	15	CO1
Q.2	(a) Discuss various non probability and the state of		
Q.2	(a)Discuss various non-probability sampling methods in detail.	8	CO3
	(b)Explain the process of selection and formulation of a research problem. OR	7	CO2
	(c) Discuss Anova, Mann Whitney U test and T test in detail.	15	CO4
Q.3	(a) A researcher is studying the effect of the number of hours students spend studying on their final exam score.(1) Identify Independent variable and dependent variable.(2) Create Null and Alternative Hypothesis statement.	8	CO4
	(b)Explain the criteria for a good research report. Or	7	CO5
	(c) Enumerate any three types of scales of measurement applied in research.	15	CO4
Q.4	Conceptual Questions		
	a. Technical Report	5	CO5
	b. Ordinal scale with example	5	CO4
	c. Multistage sampling	5	CO3





	November 202	24			
Examination: End Seme	ster Examination Nov	eml	ber 2024 (UG/	PG Programmes)	
Programme code: 05 Programme: Banking & Finance	e	C	lass: TYBBF	Semester: V	
Name of the Constituent College: S K Somaiya Colleg			Name of the Department: Accounting & Finance		
Course Code: 131U05C501 Name of the Course: International Banking & Finance					
Duration: 2 Hrs.		Maximum Marks: 60			
Instructions: 1) Draw neat diagr	ams 2) Assume suitabl	le d	ata if necessar	ry 3)	

Question No.		Max. Marks	CO Attainm ent
Q.1	a. What is International Finance? Discuss its scope in detail.b. What is the Current account and Capital account in the	07	CO1
	balance of payments?	08	CO1
	Or c. Explain the features of Bretton Woods System.	07	CO1
	d. Write a note on BRICS development bank.	08	CO1
Q.2	a. What is Risk Management? Explain the various risks faced by banks.	07	CO5
	b. Explain the different parameters of country risk analysis. Or	08	CO5
	c. What are various internal hedging techniques?	07	CO5
	d. Write a note on derivatives.	08	CO5
Q.3	Write a note on NRO and NRE accounts.	07	CO4
	b. What is Merchant Banking? Explain its features.	08	CO4
1	Or		
	c. What is loan syndication? Explain the stages involved in	07	CO4
	its process of loan syndication. d. Explain the risks in international lending operations.	08	CO4
Q.4	Questions based on Forex Arithmetic (5 Marks Each)	15	
	a. GBP/USD 1.6666/1.7777		CO2
	USD/INR 60.1111/60.2222 Calculate Cross Currency Exchange Rate for GBP/INR.		
	b. EUR/INR 77.2222/5555 Calculate Mid Rate, Spread and Percentage spread.		CO2
	c. The following are the quotes of USD/INR from two different banks. Find arbitrage opportunities for ₹ 1 million contract.		CO3
	Bank A 47.98/48.53		
	Bank B 48.64/48.84		

ATKT Exam, March-2025



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	November 202	.4	
Examination: End Sem	ester Examination Ap	pril 2024 (UG/P	G Programmes)
riogramme coue: 05			
Programme: Banking & Finance		Class: TYBBF	Semester: V
Name of the Constituent College:	S K Somaiya College	Name of the	Department: Accounting
Course Code: 131U05C502	Name of the Cours		gom and
Duration: 2 Hrs.	Name of the Course: Credit Management Maximum Marks: 60		
Instructions: 1) Draw neat diagram	ms 2) Assume suitable	e data if pages	2)

Question No.		Max. Marks	CO Attainm
Q.1	a. What is the Importance of KYC in Credit Management.	7	ent
	OR Principles of Credit Management.	7 8	CO 2 CO 2
	c. Explain the process of landing to Trust & Associations. d. Explore RBI Directives for Credit Management.	8 7	CO 2 CO 1
Q.2		/	1001
۷.2	a. Explain Documentation & Disbursement process in Project Finance.	7	CO 3
	b. Discuss Loans provided to wholesalers & Supermarkets. OR	8	CO 3
	c. Write a note on Loan Against Book debts and Supply Bills.	7	000
	d. Describe Advances provided for Life Insurance policies & Securities.	7 8	CO 3
Q.3	a. What are the steps to be followed for Corporate Restructuring?	7	00.1
	b. What is Compromise Scheme for NPA restructuring?	7 8	CO 4 CO 4
	UR	0	CO 4
	c. Write a Note on Asset Reconstruction Companies.	8	CO 4
	d. What are the prudential Norms to be followed for NDA	7	CO 4
Q.4	Management.		
Q.4	Explain the following concepts.		
	a. Insolvency And Bankruptcy Code 2016	3	CO 4
	b. National Asset Reconstruction company (NARCL) c. Project Finance		CO 4
	d. TONDON COMMITTEE	3	CO 3
	e. SERFAESI Act	3	CO 2
		. 3	CO 2





November 2024

Examination: End Semester Examination April 2024 (UG/PG Programmes)

Programme code: 05
Programme: Banking & Finance

Name of the Constituent College: S K Somaiya College

Name of the Department: Accounting & Finance

Course Code: 131U05C502

Name of the Course: Credit Management

Duration: 2 Hrs.

Maximum Marks: 60

Instructions: 1) Draw neat diagrams 2) Assume suitable data if necessary 3)

Question No.		Max. Marks	CO Attainm ent
Q.1	a. Which are the three "C" in the Purpose of Lending?	7	CO 1
	b. Explain Credit Management in the context of Trading. OR	8	CO 1
	c. What is the Fair Practice Code followed by the banks for providing credit to the customers.	8	CO 2
	d. Discuss any five types of local credit provided by Indian Banks.	7	CO 1
Q.2	a. What is Loan Pricing? Explain Fixed and Floating Rates.	7	CO 3
1 1 x 1	b. Discuss Consumer Profitability Analysis.	8	CO 3
	OR		CO 3
	c. Discuss Loan Processing with the help of Sectioning & Monitoring Activities.	7	CO 3
	d. Explain Credit Analysis of Consumer Loan in detail.	8	
Q.3	a. What are the steps for identifying NPA in Banks?	7	CO 4
	b. Discuss Asset Classification in NPA of Bank. OR	8	CO 4
	c. Discuss Pre-sanction Appraisal in NPA.	8	CO 4
	d. Define Identification process of existing NPA & likely to be	7	
	NPA account in future.		CO 4
Q.4	Explain the following concepts.		
	a. Govt. Sponsored Loans to Priority Sector	3	CO 3
	b. CHORE COMMITEE	3	CO 2
	c. Willful defaulter	3	CO 4
	d. SERFAESI Act	3 3 3 3	CO 4
	e. Lok Adalat	3	CO 4





November 2024

Examination: End Semester Examination 2024 (UG/PG Programmes)

Programme code: 05
Programme: Banking & Finance

Name of the Constituent College: S.K. Somaiya College

Name of the Department: Accounting & Finance

Course Code: 131U05C503

Name of the Course: Marketing of Financial Services

Duration: 2 Hrs.

Maximum Marks: 60

Instructions: 1)Draw neat diagrams 2)Assume suitable data if necessary 3)

Question		Max.	Co
No.	A) Errelain de 11 de 12 de 12	Marks	Attainment
Q.1	A) Explain the distinctive features of Service Marketing.B) Explain the types of financial instruments.	8 7	CO1 CO1
	OR C) Explain the new developments and trends in innovative financial products in India.	8	CO1
	D) Explain the difference between products and services marketing.	7	CO1+CO2
Q.2	A) Explain the 7 Ps of service marketing stating suitable examples.	15	CO2+CO3
	OR B) Explain the determinants of customer satisfaction. C) Explain the dimensions of Service Quality.	8 7	CO2 CO2
Q.3	A) How to improve the quality of services and productivity in organizations? OR	15	CO4
	B) Explain the benefits of customer feedback. C) Explain the regulations governing financial services marketing.	8 7	CO4 CO4
Q.4	Case Study:		
	Coca-Cola launched its 'Share a Coke' campaign in Australia in 2011.1 The campaign featured the slogan "Share a Coke with" printed on Coca- Cola bottles in addition to a variety of the most popular names printed on each bottle next to the slogan. The campaign was so successful that the company decided to launch it in multiple countries worldwide, including the United Kingdom, China, Spain, etc. Of course, Coca-Cola had to conduct market research to discover which names were the most popular in each country. The most popular names in Australia might have worked in the UK; however, the campaign would not have proven successful in China or Spain if the Coke bottles had English names printed on them. As a result, this is an example of how Coca- Cola segments its customers geographically. Coca-Cola also uses a variety of tools to target		

its customers. For example, it targets more health-conscious consumers with its Coca-Cola Zero and Coca-Cola Diet products whereas average customers. Bottle sizing also plays a role in the company's targeting. For instance, its regular-sized cans are targeted at individuals who want to grab a drink quickly. On the other hand, the company targets families with its larger, 1.5-2 L bottles. Finally, Coca-Cola positions itself as a refreshing drink that brings joy to customers. It is positioned as a thirst-quenching drink that customers can buy on the go and a high-quality soft drink to share with family and friends. By evaluating the following case, answer the following questions:		
A) Explain the STP model.	5	CO3
B) Explain the determinants of service quality.	5	CO3
C) Explain the basis for segmentation.		003





November 2024

Examination: End Semester Examination November 2024 (UG/PG Programmes)

Programme code: 05
Programme: Banking & Finance

Name of the Constituent College: S K Somaiya College

Class: TYBBF

Name of the Department: Accounting & Finance

Course Code: 131U05V503

Name of the Course: Treasury Management

Duration: 2 Hrs.

Maximum Marks: 60

Instructions: 1) Draw neat diagrams 2) Give examples as applicable

Question No.		Max. Marks	CO Attainm ent
Q.1	a. Compile different types of Investments in India OR	15	CO1
	b. List and Inspect the Stock Market Sectors with examples	15	CO1
Q.2	a. Evaluate the Key benefits of treasury management.	8	CO1
	b. Predict the SLR/CRR impact on banks. OR	7	CO2
	c. Discuss the Concepts of internal control and netting with their features.	7	CO2
	d. Compile the Functions of Domestic Money Market.	8	CO2
Q.3	a. Elaborate on the ERM Types and discuss the importance of the same.	10	CO3
	b. Give your opinion on the concept of Mark to Market.	5	CO4
	OR		
	c. You are taking part in a survey to Set up of a treasury	7	CO4
	department. Give your views and Opinion on the same. d. Explain the key components of liquidity management in banks.	8	CO2
	In treasury and international banking, maintaining control and orderly conduct, adhering to moral and ethical codes, and implementing checks and balances are essential for ensuring the stability and integrity of financial operations. How are these principles are applied Explain.	15	CO4