

Roll No. ....

## **MHM–202**

### **Supervision in Hospitality**

Master of Hotel Management (MHM–11/16)

Second Semester, Examination, 2017

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Explain the essential and desired skill required for a manager in hospitality industry.
2. Discuss the issues and challenges in supervisory in changing socio-economic environment.
3. Describe various types of conflicts in any organisation. Also discuss its merits and demerits.
4. What do you mean by Job satisfaction ? Also explain dimension of job satisfaction.

### **Section–B**

#### **(Short Answer Type Questions)**

**Note :** Section ‘B’ contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What do you mean by Obligation and Responsibilities of Supervisors ? Explain.
2. Write a note on Transformational Leadership.
3. Explain with suitable example the meaning of ‘Supervision through organizational barriers’.
4. Differentiate between groups and teams.
5. What do you mean by personal skills and qualities ?
6. Throw light on the nature of leadership.
7. Write a short note on ‘Absenteeism and Turnover’.
8. What are the various training methods ? Explain with example.

### **Section–C**

#### **(Objective Type Questions)**

**Note :** Section ‘C’ contains ten (10) objective type questions of half  $\frac{1}{2}$  mark each. All the questions of this Section are compulsory.

1. Define recruitment.
2. Define verbal communication.
3. Define turnover.
4. Define incentives.
5. Define performance standard.
6. What are control activities ?
7. Define attitude.
8. Define feedback.
9. Define communication barriers.
10. Define situational leadership.

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