

Roll No.

MHM–402

Team Management

Master of Hotel Management (MHM–11/16)

Fourth 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. What are the different types of groups ? Explain their formation and objective.
2. What are the principles of high performing work teams ? Describe the functions undertaken by high performing teams on a consistent basis.
3. Explain the type of skills and behaviour needed for effective leadership in cross functional teams, self managed teams and virtual teams.
4. How do teams influence an organization ? Which team factors contribute towards the proper functioning of an organization ?

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. Answer of these questions must be restricted to two hundred fifty (250) words approximately.

Briefly discuss any *four* of the following :

1. Intergroup dynamics in an organization.
2. Process of team building.
3. Parameters for evaluating the performance of a team.
4. Role and relevance of quality circles in team building.
5. Necessity of group cohesiveness for a good performance.
6. Important things that efficient leader never do.
7. Team management questionnaire instrument of measuring team performance.
8. Principles of high performing work teams.

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.

Fill in the blanks with appropriate words or phrases :

1. The main idea of self managed team is that the leader does not operate with
2. Work committees and task force are the examples of

3. refers to how well the members work together towards the achievement of common goals and objectives.
4. traces the evolution and development of a team right from the initial stage of working group with the help of final goal of becoming a high performance team.
5. acts as a mediator and keeps the atmosphere light by avoiding confrontational situations.

Which of the following statements is True/False ?

6. Members of a team take responsibility for their individual action and performances only.
7. Specialist is a creative innovator who comes up with novel ideas; thoughts and approaches.
8. Decision tree helps us in choosing between several courses of action or alternatives.
9. Pareto Analysis of team decision making tools based on the idea that by doing 80 per cent of work one can generate 20 per cent of the advantage of doing the entire job.
10. The Delphi Method is a methodical and interactive forecasting method which depends on a panel of experts.

