

Roll No. ....

## **MHM–202**

### **Supervision in Hospitality**

Master of Hotel Management (MHM–11/16)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to 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. Discuss about the obligation and responsibilities of supervisors.
2. What is the importance of communication for an effective leadership ?
3. What are the various types of leadership styles ?
4. Distinguish between leadership and management.

**(B-93) P. T. O.**

**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 are Technical Skills ?
2. Write a note on interpersonal skills.
3. Write a note on Transformational Leadership.
4. Write a note on challenges faced by enterprises today.
5. Write a note on attitude concept.
6. Write a note on organizational barriers.
7. Write a note on productive team.
8. Write a note on Total Quality Management.

**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 listening.
2. Define planning.
3. Define motivation.
4. Define morale.

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5. Define team work.
6. Define group.
7. Define recruitment.
8. Define human needs.
9. Define leadership.
10. Define concept of personality.