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Roll No.

BHM – 303

Principles of Management

Bachelor of Hotel Management (BHM- 11/16)

Third Year, Examination-2019

Time : 3 Hours

Max. Marks : 40

Note : This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section- A

(Long-Answer-type questions)

Note : Section 'A' Contains Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

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P. T. O.

(2)

1. Suppose you are working as a restaurant manager and there is a position of captain is vacant in your outlet? Which source of recruitment you will adopt and justify your reasons.
2. List out the objectives and importance of communication? Discuss principles of effective communication with examples.
3. Discuss the need for coordination in any organization operations? Explain types of coordination and techniques for effective coordination.

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each.

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(3)

Learners are required to answer any Four (04) questions only.

(4x5=20)

1. What do you mean by objectives? Explain process of management by objectives.
2. Discuss various methods of motivating employees in Indian hospitality sector.
3. Explain the following :
 - (A) Span of Control
 - (B) MBO
 - (C) Decentralization
 - (D) Job Enrichment
4. Explain the importance & need for staffing? List out the advantages of external source of recruitment.

(4)

5. Define Control. Discuss its type and techniques with the help of relevant examples.
6. Differentiate between informal and formal organizations? Discuss advantages and limitations of an organization chart.