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Roll No.

MHM - 202
Supervision in Hospitality
Master of Hotel Management
(MHM-11/16)
2nd Semester, 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. What do you understand by supervision through leadership? Explain with the help of example.
2. What is the importance of TQM in organization? Explain with the help of example.
3. What is the difference hard skills and soft skills? Explain the importance of soft skills for the success of any organization with the help of example.

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

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(3)

1. Write a note on supervision through leadership?
2. Write a note on legal aspects of recruitment and selection.
3. Write about dimensions of job satisfaction.
4. What are the various motivation drivers in a job?
5. Write a note on interpersonal communication process.
6. Write a note on challenges faced by various business enterprises today.

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