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Total Pages : 3

Roll No. -----

BHM-303

Principles of Management

Bachelor of Hotel Management (BHM-11/16)

Third Year, Examination 2021 (Winter)

Time: 2 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 Five (05) long-answer-type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

[2 x 10 = 20]

P.T.O.

- Q.1. What are the essential qualities of a good leader?
- Q.2. Write a detailed note on Direct and preventive control.
- Q.3. Define the steps in the process of Bench Marking.
- Q.4. Name the motivational theories and explain any two of them.
- Q.5. 'Planning is looking ahead and control is looking behind' discuss giving suitable examples.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

[4 x 5 = 20]

- Q.1. What are the different techniques of effective coordination?
- Q.2. Explain in brief the different types of elements of communications.
- Q.3. Write short note on Scaler chain.
- Q.4. Write a note on the Recruitment & Selection practices in India.
- Q.5. Discuss the different types of control in managerial process.
- Q.6. What are the characteristics of good communication?
- Q.7. Write a brief note on the obstacles to effective appraisal system.
- Q.8. What are the different methods of Performance Appraisal?
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