

Roll No.

MHM–202

Supervision in Hospitality

Master of Hotel Management (MHM–11/16)

Second Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 35

Note : This paper is of **thirty five (35)** 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 seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Discuss in detail the personal skills and qualities a manager requires to fulfill his supervisory responsibilities.
2. “Acceptance is very important to create a positive work environment.” Keeping the above statement in mind discuss the various techniques of creating acceptance and developing a positive impact by Managers.
3. ‘Stress and conflict are major contributors of low productivity.’ Discuss and give methods of minimising stress and conflict.

4. Draw and discuss the various components of Recruitment and selection process.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of two and half ($2\frac{1}{2}$) marks each. Learners are required to answer *six* (06) questions only.

1. "Feedback is very important to measure the success or failure of Planning." Keeping the above statement in mind throw light on the relevance and importance of feedback.
2. "Barriers in communication lead to failure of planning." Explain in brief the various barriers to communication.
3. Discuss the unwritten rules and customs that make the working environment of an organization unique and exclusive.
4. What are performance standards ? Explain how performances are evaluated.
5. Discuss how supervision can be successfully achieved through control activities.
6. Differentiate between financial and non-financial incentives.
7. Differentiate between Recruitment and Selection.
8. Draw and explain the various components of the communication process.

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.

Define the following in one or two sentences :

1. Define Motivation.
2. Define Quality Management.
3. Explain in brief transformation leadership.
4. Define Supervision.
5. Define Organizing.
6. Define team work.
7. Define Training and development.
8. Define TQM.
9. Define Reference Check.
10. Define Personal Interview.

