

Roll No.

MHM–402

Team Management

Master of Hotel Management (MHM–11/16)

Fourth Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 30

Note : This paper is of **thirty (30)** 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. What is group cohesion ? What steps must be taken for your team to enhance its cohesiveness ?
2. What do you understand by ‘leadership’ ? Explain the various principles of leadership.
3. Define team performance curve. What are the functions undertaken by high-performing teams on a consistent basis ?
4. Define innovation. What are the main features of innovative teams and how they can contribute in an organization ?

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 *four* (04) questions only. Answers of these questions must be restricted to two hundred fifty (250) words approximately.

Briefly discuss any *four* (04) of the following :

1. Principles of Implementing Kaizen in Teams.
2. Steps Required to Develop Group Norms.
3. Characteristics of Managerial Leadership.
4. Various Functions of a Team Leader.
5. 16 Personality Profile (PF) of Cattell.
6. Qualities and Attributes of a Good Leader.
7. Write short notes on the following :
 - (a) Team Management Index
 - (b) Carron's Model of Cohesion
8. Factors Affecting Minority Influence.

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.

Fill in the blanks with appropriate words or phrases :

1. is diagrammatic representation of the possible combination of concern for people and concern for work which may be reflected in the styles of leadership.

2. Virtual teams also known as
3. is popularly known as father of self-esteem.
4. The successful implementation of creative ideas within an organization is known as
5. is defined as the possession of powers by a team member or a leader based on a formal role.

Which of the following statement is True/False ?

6. Formal groups are created in the company or an organization due to the social and psychological forces operating at the business place or any work place.
7. Leadership and morale are positively correlated.
8. Charismatic leadership is based on the leader's ability to communicate and behave in ways that connect followers on a basic, emotional ways and motivates them.
9. In pseudo team, the benefits or profits of business are extremely low, but effectiveness of the team is much higher.
10. Upholder-Maintainers are the people who enjoy controlling things and doing detailed or extensive work and ensuring that the facts and figures or the data is correct.