MHM–202

Supervision in Hospitality

Master of Hotel Management

(MHM-11/16)

Second Semester, Examination, 2018

Time : 3 Hours **Max. Marks : 40**

Note : This paper is of **forty (40)** marks containing **three (03)** sections A, B and C. Learners are required to 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 nine and half $(9\frac{1}{2})$ marks each. Learners are required to answer *two* (02) questions only.

1. Discuss the employee ownerships plans with their valuable fundamental concepts.

2. Highlight the nature of leadership. Define with potential result with situational and transformational leadership.

3. What do you mean by Person to Person relationship ? Discuss with suitable example.

4. Explain the methods of training. Justify with performance standers.

Section–B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What do you mean by obligation to customers ? Explain.
2. Discuss the managers changing role.
3. Express the meaning of communication.
4. Highlight the concept of employee expectation in detail.
5. Explain the concept of employee stress.
6. Define the Job analysis in detail.
7. Explain the legal aspects of recruiting and selecting.
8. What do you mean by Negligent Hiring ?

Section–C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half $\left(\frac{1}{2}\right)$ mark each. All the questions of this section are compulsory.

1. Discuss supervisions role.
2. Define employee ownerships plans.
3. Explain interpersonal communication process.
4. Discuss the concept of personality.
5. What do you mean by motivation ?
6. Explain key management function.
7. Define human needs.
8. Discuss supervisor.
9. Explain person specification.
10. Define forecasting personal needs.