

BHM-303
PRINCIPLES OF MANAGEMENT
Bachelor of Hotel Management (BHM-11/16)

Third Year, Examination-2020

Time Allowed : 2 Hours

Maximum Marks : 40

Note: This paper is of Forty (40) marks divided into Two (02) sections A and B. Attempt the question 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. (2×10=20)

1. List out and explain various methods of performance appraisal practiced in Indian hospitality sector with examples. Write any three obstacles to effective appraisal system.

2. Explain various functions of Management.
Discuss operational approach of management.
3. Differentiate between
 - (a) Delegation and Decentralization
 - (b) Training and Development
 - (c) Recruitment and Selection
 - (d) Management and Administration
4. Write a detailed note on "Barriers to effective Communization".
5. Define Leadership and explain various theories of Leadership.

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. (4×5=20)

1. Define the Control. Discuss its types and requirement for an effective control system.

2. Explain any five leadership styles.
3. Discuss various sources of manpower supply for hospitality sector. List out advantages of internal source of recruitment.
4. Explain any five types of selection test with examples. List out any three selection practices adopted in hospitality industry.
5. Discuss various steps involved in planning. Discuss limitations of planning.
6. Discuss nature of management. List out and explain skills required at various levels of management.
7. Explain Maslow's theory of motivation.
8. Write a note on "On the job training".
