



**MAM-010-007704** Seat No. \_\_\_\_\_

**Bachelor of Hotel & Tourism Management  
(Sem. VII) Examination**

**October / November – 2016**

**Hotel Management : Paper - 7.4  
(Old Course)**

**Faculty Code : 010**

**Subject Code : 007704**

Time :  $2\frac{1}{2}$  Hours]

[Total Marks : 70

**Instructions :**

- (1) Attempt any five questions.
- (2) All questions carry equal marks.

- 1 Define Behaviour. List the factors affecting Individual behavior. Explain any one factor that affects individual behavior in detail with relevant examples.
- 2 What are the functions of Management? Explain in detail the Planning function of Management and its importance in any organization.
- 3 What is Motivation? List the components of motivation. Name five theories of motivation and explain with relevant example either Abraham Maslow's Hierarchy of Needs or Herzberg's Two factor theory.
- 4 What is Group behavior? Explain in detail the group properties. List the stages of group development.
- 5 What is Management? Explain in detail the contribution of Henri Fayol and his principles of Classical Organization Theory.
- 6 Explain any two :
  - (a) Organizing
  - (b) Theory X and Theory Y
  - (c) Staffing.

- 7 What is Control? Why is the control function of management important for any organization?
- 8 What are Interpersonal Skills? Why are Interpersonal skills important for any organization? Elucidate on Verbal and Non Verbal communication in detail with relevant examples.
- 9 What is Transactional Analysis? List the advantages for a Manager of an organization to understand Transactional Analysis? Elucidate on Analysis of Ego States and Analysis of Transaction as major aspects of Transactional Analysis?
- 10 Explain any **two** :
- (a) Johari Window
  - (b) Stroking
  - (c) Problem Solving as an aspect of Interpersonal skills.

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