



HCJ-010-004704 Seat No. _____

Fourth Year B. H. T. M. (Sem. VII) Examination

September - 2017

7.4 : Hotel Management
(New Course)

Faculty Code : 010

Subject Code : 004704

Time : Hours]

[Total Marks : **70**

Instructions : (1) Attempt any five questions.
(2) All questions carry equal marks i.e. 14 Marks each.

- 1 "Motivation is the reason for people's actions, desires and needs". Explain the statement with relevant examples and compare between Abraham Maslow's hierarchy of Needs and Herzberg's two factor theory of motivation. **14**

- 2 Define and analyse the term "Management". Explain in detail the contribution of Henri Fayol and his principles of Classical Organization Theory? **14**

- 3 What are the functions of Management? Explain in detail the Planning function of Management and its importance in any organization. **14**

- 4 At an hostel of a college it was seen that every whenever new students enrolled for the first few days every student displayed a sense of belongingness to each other and displayed cooperation, ready to help attitude and a good behavior. With time the same behavior concentrated among only a smaller number of students. From this scenario explain : **14**
 - (a) What are the reasons that individuals form small groups?
 - (b) What are the properties that lead to formation of smaller groups in the hostel?
 - (c) Citing example of the above scenario, list and explain the stages of group development.

- 5 Answer any **two** : **2×7=14**
(a) Theory X and Theory Y
(b) Organizing
(c) Listening skills.
- 6 Explain with relevant examples the importance of Control Function in an organization.
- 7 Answer any **two** : **2×7=14**
(a) Johari Window
(b) Stroking
(c) Problem Solving as an aspect of Interpersonal skills
- 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. **14**
- 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. **14**
- 10 What is behaviour? List the factors influencing Individual behaviour. Write a detailed note on Personality and Attitude as major aspects to Individual behaviour. **14**
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