



PAS-010-004704

Seat No. _____

**Fourth Year Bachelor of Hotel &
Tourism Management (Sem. VII) (CBCS) Examination
October / November - 2018
7.4 - Hotel Management
(New Course)**

Faculty Code : 010

Subject Code : 004704

Time : 3 Hours]

[Total Marks : 70

Instruction : Attempt any five questions. All questions carry equal marks i.e. 14 marks each.

- 1 Define Management? Explain in detail the contribution of Scientific Management theories to modern management with emphasis on contribution of F.W. Taylor.
- 2 Explain in detail with relevant examples wherever appropriate, the Control function of Management.
- 3 "Transactional Analysis is one of the basic approaches to the study of Interpersonal Relations" Define Transactional Analysis. Why should a Manager working in an organization need to understand Transactional Analysis? Elucidate on Analysis of Ego States and Analysis of Transaction as major aspects of Transactional Analysis.
- 4 What is Group behavior? What are the different types of groups? List the properties of any group and list the stages of group formation.
- 5 What is organizing? List the importance of organizing function of management. Explain with relevant examples the principles of organizing.

- 6** Elaborate on any **two** from below : **2×7=14**
- (a) Personality
 - (b) Need or Content theory of motivation
 - (c) Staffing function of Management
- 7** What is Motivation? List the components of motivation. Compare and explain with relevant examples Herzberg's Two factor theory and DouglasMcGregor's Theory X and Theory Y.
- 8** Write an essay on Conversational and Listening skills as an essential feature for Managers in an organization?
- 9** Elaborate on any **two** from below : **2×7=14**
- (a) Analysis of Life Positions
 - (b) Johari Window
 - (c) Negotiation as an aspect of Interpersonal Skills
- 10** Define decision making process. What are the characteristics of decision making? Discuss on the aspects of Individual and group decision making.
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