



**JY-010-004704**

Seat No. \_\_\_\_\_

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

**October - 2019**

**7.4 : Hotel Management \*\*\*  
(Old 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 List and elucidate on the foundations that affect individual behaviour ? Explain personality as an essential psychological factor determining individual behaviour. 14
- 2 Define motivation. Explain the process and the components of motivation. Explain Herzberg's 2 factor theory and its implications in an organization. 14
- 3 Elaborate on any **two** from below : 2×7=14
  - (a) List the reasons why people work in groups.
  - (b) Theory X and Y.
  - (c) Group and individual decision making mechanisms.
- 4 Explain the contribution of Henri Fayol and the Classical Management School in the field of management. 14
- 5 What is Planning ? List and explain the characteristics, advantages and disadvantages of planning function of management. 14

- 6** Elaborate on any **two** from below : **2×7=14**
- (a) Principles of organizing.
  - (b) Directing function of management.
  - (c) Types of control and its use.
- 7** Define Transactional Analysis. Why should a manager **14**  
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 ?
- 8** Elaborate on any two from below : **2×7=14**
- (a) Johari Window.
  - (b) Problem solving as an essential Interpersonal skill.
  - (c) Listening Skills.
- 9** What are Interpersonal Skills ? Explain in detail the **14**  
importance of Verbal and Non-verbal communication in  
Management.
- 10** Elaborate on any **two** from below : **2×7=14**
- (a) Attitude
  - (b) Emotion
  - (c) Perception
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