

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**December, 2013**

**MHY-014 : TRAINING AND DEVELOPMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions. All questions carry equal marks.*

1. Answer in brief : **5x4=20**
  - (a) Explain the concept of Return on investment in training.
  - (b) What are the various training aids used in designing the training programme?
  - (c) Explain the concept and Rationale of Training.
  - (d) Write down a note on Seminar as a training method.
  
2. Write notes on : **10x2=20**
  - (a) Need Assessment
  - (b) Inspirational Techniques
  
3. Explain the various methods and techniques of training need assessments. **20**

4. What do you mean by case study method ? When this method can be used ? What are the various advantages and disadvantages of this method ? 20
  5. Explain the role play as a training method. What are the various problems in conducting role play ? How role play can be created as effective method of training ? 20
  6. Explain the Seminar as training method along with the various advantages and disadvantages of this method. How can seminar be made an effective method of training ? 20
  7. What is meant by evaluation of training ? Explain the various principles and approaches of evaluation of training. 20
  8. Write a detailed note on Cross-Cultural training. 20
  9. Explain the process of learning in training programme along with the various factors that influence the learning process. 20
  10. Write down a detailed note on emerging trends in training and development ? 20
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