

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBA IHM)**

Term-End Examination

December, 2014

00251

MHY-014 : TRAINING AND DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

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

1. Differentiate between the following : 2 × 10 = 20
 - (a) Training and Development
 - (b) Operational and Personal Analysis
2. Why is Training required ? Discuss its benefits to an organisation. 20
3. Discuss the factors and attributes influencing learning process. 20
4. "Developing training modules is the most crucial part of training." Describe with examples. 20
5. Discuss the various methods of training that can be applied in a hospitality organisation. 20

6. What are the inspirational techniques applicable in a tourism and hospitality organisation ? 20
 7. Discuss the criteria and approaches used for evaluation of training. 20
 8. Describe the concept of "Return on Investment" in training. 20
 9. "E-learning has become an integral part of training and development." Comment. 20
 10. Write short notes on the following : $2 \times 10 = 20$
 - (a) Knowledge Management
 - (b) Cross-Culture Training
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