

**MASTER OF ARTS IN TOURISM
MANAGEMENT (MTM)**

Term-End Examination

December, 2014

02301

MTM-3 : MANAGING PERSONNEL IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.

1. Why is training essential ? What methods are adopted for a successful training programme ? 20
2. Discuss the operations of a Personnel office. 20
3. Why is on-the-job retraining necessary for tourism professionals ? Make a plan in this regard mentioning the areas that are to be covered for training of 5 years' experienced personnel in tourism. 20
4. What is Motivation ? Explain any three theories of Motivation. 20
5. What do you mean by career development ? How is it different from career planning ? Explain the process of career planning. 20

6. Define Induction programme. What would be the steps involved in an induction programme for middle level manpower in any organisation? 20
 7. Define Grievance. What are the features of an ideal grievance procedure? 20
 8. Who can be a Counsellor? Explain the skills and techniques needed to be a counsellor. 20
 9. Discuss the position of women in tourism. Suggest ways to improve it. 20
 10. Write 300 words each on the following: 10+10=20
 - (a) What is Transfer? How is organisation initiated transfer different from personal transfer?
 - (b) What is Reward? How is it different from Promotion?
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