

## December, 2015

**Maximum Marks : 100**

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

1. What is meant by the Process of Management ? Explain with the help of suitable examples. 20
2. Discuss the changes in management philosophy from the times of F.W. Taylor to the modern times. How have these changes affected the management process ? 20
3. What do you understand by Planning ? Explain its nature and scope in tourism and hospitality business. 20
4. Compare formal and informal organisations. Which of these is more appropriate for a large scale hospitality enterprise ? Support your answer with suitable examples. 20
5. Write short notes on **any two** of the following :
  - (a) Levels of Management 2x10=20
  - (b) Forecasting
  - (c) Span of Management

6. What are the principles of directing ? Also explain the importance of directing techniques. 20
  7. Write a brief note on the various theories of leadership. 20
  8. What is meant by manpower planning ? What are the factors affecting manpower planning in hospitality industry ? 20
  9. Define motivation. Discuss the relevance of Mc Gregory's Theory 'X' and Theory 'Y' in motivation of employees in hospitality industry. 20
  10. Write short notes on **any two** of the following :
    - (a) Delegation 2x10=20
    - (b) Recruitment
    - (c) Maslow's Theory of hierarchy of Needs
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