

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2015

MHY-014 : TRAINING AND DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the advantages and disadvantages of competency mapping. 20
2. Discuss in detail cross cultural training with examples. 20
3. "Training methods should be in syn with the objectives of training". Justify with suitable examples. 20
4. Explain the various methods of training preferred in a stand alone restaurant. 20
5. How would develop a training programme for stakeholders in hospitality business ? 20

6. Discuss the following training methods / techniques with their advantages : **4x5=20**
- (a) Seminar
 - (b) Group discussion
 - (c) Lecture
 - (d) Case study
7. Define training aids. Enumerate and explain usage of each. **20**
8. Write short notes on **any four** : **4x5=20**
- (a) E-learning
 - (b) Brainstorming
 - (c) Training Pedagogy
 - (d) Different Learning Styles
 - (e) Concept of Training
9. Illustrate with examples different principles of evaluation. **20**
10. Define motivation. Discuss the various motivational techniques used in hospitality industry. **20**
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