

00441

**M.Sc. HOSPITALITY ADMINISTRATION  
(MHA)**

**Term-End Examination**

**December, 2018**

**MHA-001 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN HOSPITALITY**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : (i) Attempt any five questions.*

*(ii) All questions carries equal marks.*

1. What do you understand by a Professional Manager ? What are the different tasks of a Professional Manager ? 20
2. What are the different managerial levels ? How does the skills required at each level vary ? 20
3. Discuss the techniques used in the different steps of decision making process. 20
4. What do you understand by managerial ethos ? Explain the stages of socialisation process. 20
5. Write short notes on any two : 2x10=20
  - (a) Benefits of MBO
  - (b) Group Dynamics
  - (c) Organisational culture

6. What do you understand by 'delegation of authority' ? What are the essential pre-requisites for effective delegation ? 20
7. Discuss the process and strategies of Conflict Management. 20
8. Define Communication Process. What are the various barriers to effective communication ? 20
9. What are the different approaches to coordination ? Identify the problems of and approaches to inter-departmental coordination. 20
10. Write short notes on any two : 2x10=20
- (a) Path Goal Leadership Theory
  - (b) Managerial Values
  - (c) Johari Awareness Model
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