

00347

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2016

MHY-014 : TRAINING AND DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

-
- Note :** (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*
-

1. Discuss the concept of training and its rationale for Human Resource Development in the Hospitality Sector. 20

2. Write short notes (any two) : 2x10=20
 - (a) Operational Analysis
 - (b) Person Analysis
 - (c) Competency mapping

3. Describe the attributes and factors influencing learning process in a Hospitality Organisation. 20

4. Discuss the training climate and pedagogy required for development of Human Resource in a hotel. 20

5. Write a note on training methods and techniques, suitable to a hospitality organization. 20
6. Write short notes (any two) : 2x10=20
- (a) Lectures
 - (b) E-learning
 - (c) Knowledge management
 - (d) Seminars
7. As a HR Manager, how will you evaluate the training needs of the front office department ? 20
8. Describe the process of calculating Return on Investment in training with examples. 20
9. Briefly discuss the emerging trends in training and development in Hospitality Industry. 20
10. Discuss the importance of cross cultural training required for hospitality industry with suitable examples. 20
-