

00247

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

Term-End Examination

June, 2016

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. What is meant by the term "Professional Manager" ? What are the tasks of a Professional Manager ? 20
2. What do you understand by MIS ? What factors are to be considered while designing an effective MIS ? 20
3. What are the phases of Decision Making Process ? What are the techniques used in each step of Decision Making ? 20
4. What are the steps of Management By Objective (MBO) process ? How can one successfully implement it in an organisation ? 20

5. Write short notes on **any two** : 2x10=20
- (a) Managerial skills
 - (b) Formal and Informal Organisation.
 - (c) Organisation Culture
6. What do you understand by Organisational Conflict ? What are the modes of conflict management ? 20
7. What do you understand by communication process ? What is the importance of communication in the hospitality industry ? 20
8. Define Inter - personal competence. Explain the four stages of inter-personal relationship with examples. 20
9. What are the various leadership styles ? Which style suits service industry the best ? Explain with examples. 20
10. Write short notes on **any two** : 2x10=20
- (a) Designing a Control Process
 - (b) Developing Interpersonal Skills
 - (c) Johari Awareness Model
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