

**BACHELOR IN HOTEL MANAGEMENT (BIHM)****Term-End Examination****June, 2017****BHY-028 : PRINCIPLES OF MANAGEMENT***Time : 3 hours**Maximum Marks : 100*

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

1. Discuss the levels of Management and the skills required in each level. 20
2. Define the process of management. Differentiate between management and administration. 20
3. Write a detailed note on change in conceptual orientation of management from the times of Henry Fayol to modern days. 20
4. Define planning. Explain the features and types of plans. 20
5. What do you mean by forecasting ? Explain different methods of forecasting along with its applications in travel and tourism field. 20
6. What is organisation ? Describe various types of organisation. 20

7. Write short notes on the following : 10+10=20  
(a) Span of management  
(b) Delegation of authority
8. Explain job evaluation methods along with advantages and disadvantages of each method. 20
9. What do you understand by the term "Selection"? Provide details of some of the commonly used selection tests. Substantiate your answer with suitable examples from hotel industry. 20
10. Write short notes on the following : 10+10=20  
(a) Maslow's theory of need-hierarchy.  
(b) Herzberg's hygiene - motivation theory.
-