

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

00255

**Term-End Examination**

**June, 2017**

**MHY-014 : TRAINING AND DEVELOPMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. "Change and growth are the two biggest factors that contribute to the increased need for training and development in organizations." Discuss. 20
2. Explain how organizational analysis is done in hospitality industry for training need assessment. 20
3. Explain various stages of the process of learning in a training programme. 20
4. Discuss various criteria and approaches used in the evaluation of training programmes. 20

5. Explain the following : *10+10=20*
- (a) In-basket exercises
  - (b) E-Learning
6. Explain any four methods of training employed in the hospitality industry. *20*
7. Explain the process of calculating Return on Investment (ROI) in training. *20*
8. Write an essay on 'Knowledge Management'. *20*
9. Enlist and describe the training aids. Also explain their usefulness. *20*
10. Define the following : *5+5+5+5=20*
- (a) Competency Mapping
  - (b) Mind Mapping
  - (c) Role Playing
  - (d) Cross-Culture Training
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