

00174

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2018**

**BHY-028 : PRINCIPLES OF MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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- Note :*
- (i) *Attempt any five questions.*
  - (ii) *All questions carry equal marks.*
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1. Explain Herzberg's hygiene-motivation theory with examples in 500 words. 20
2. What are the different regulation of workers behaviours and decisions through widely shared organizational values and beliefs ? Discuss. 20
3. What are the different components of planning ? Elaborate their Importance. 20
4. Differentiate between centralization and decentralization in organizations. Which one is more effective from the view of management of a five star hotel. 20
5. Write a detailed note on staffing in hospitality industry. 20

6. Briefly discuss any four : 5x4=20
- (a) Delegation
  - (b) Development of an organization
  - (c) Job analysis
  - (d) Selection
  - (e) Training
7. Discuss the different styles of leadership. Which is best suitable style for hospitality Industry ? Justify your answer. 20
8. Discuss the type of Interaction associated with transformational leadership. 20
9. 'Human resource development is a requisite for a hotel which is trying to expand'. Discuss with examples. 20
10. (a) What is Performance Appraisal ? 10
- (b) What is the importance of regular performance appraisal in a hospitality organisation ? 10
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