

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

00204 Term-End Examination

June, 2018

MHY-014 : TRAINING AND DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

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

1. Explain the process of Training Needs Assessment in the hotels. 20
2. Discuss various training aids available specially with respect to Hospitality Industry. 20
3. Explain various factors influencing learning process with the help of examples. 20
4. Write short notes on the following : 4×5=20
 - (a) Pedagogy
 - (b) Brain-storming
 - (c) Group Discussion
 - (d) Seminars

5. Explain the process of calculating ROI in training, with the help of examples from Hospitality Industry. 20
6. Discuss the methods of developing training modules to be used for 10+10=20
- (a) Housekeeping Department
 - (b) Front Office
7. Discuss the need and principles of evaluation of training in an organisation. 20
8. Write notes on 2×10=20
- (a) E-learning
 - (b) Competency mapping
9. Discuss new perspectives on training needs and methods in Hospitality Industry. 20
10. Explain briefly 4×5=20
- (a) Role Playing
 - (b) In-basket Exercises
 - (c) Knowledge Management
 - (d) Cross Cultural Training
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