

00121

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

Term-End Examination

June, 2018

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carries equal marks.

1. Discuss the responsibilities of a professional manager. How can a manager contribute towards a better quality of life in society ? Give suitable examples. **20**

2. Define MIS. What factors must be considered while designing an effective MIS for a hospitality organisation ? **20**

3. What are the skills required at the top management level ? Explain the role of top level executive in institution building. **20**

4. What are the different types of managerial decisions ? Discuss one model of decision making process. **20**

5. Write short notes on any two : 2x10=20
- (a) Levels of Manager
 - (b) Limitations of MBO
 - (c) Types of Conflicts
6. What is meant by 'resistance to change' in an organisation ? Discuss the strategies of implementing change. 20
7. What is organisational culture ? Explain the determinants of organisational culture. 20
8. Define Communication Process. What are the various channels of communication ? 20
9. What do you understand by interpersonal skills ? 20
How can one develop interpersonal skills ?
10. Write short notes on any two : 2x10=20
- (a) Formal Groups
 - (b) Methods of Control
 - (c) Matrix Structure
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