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MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT (MBAIHM)
Term-End Examination
June, 2019

MHY-014 : TRAINING AND DEVELOPMENT

Time : 3 Hours   *Maximum Marks : 100*

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

1. How will you identify training needs of an organization ? Give step by step procedure for deploying different tools to be used in identifying trading needs.   20

2. What is 'competency mapping' ? How is this useful in designing training programs ? Explain with an example.   20

3. Write notes on the following :   5 each

    (a) On the job training

    (b) Off the job training

    (c) Coaching

    (d) Counselling

4. What are barriers to learning ? How would you ensure that these barriers are eliminated for effective training ?   20

5. As a trainer, why would you use the following training techniques :   10 each

    (a) Role play

    (b) In basket exercise

    Compare and contrast these with other techniques available.

6. What are training aids ? Give advantages and disadvantages of five training aids that are commonly used in training programs.   20

7. What is the role of technology in training ? How is technology being used in imparting effective training ?   20

8. What are various methods deployed to evaluate training ? Explain any *two* methods in detail.   20

9. Explain the following with examples :   10 each

   (a) Cross cultural training

   (b) E-learning

10. Why is it important to compute return on investment in training function ? Give step by step procedure of calculating RIO on training.   20

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