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MHA-1

**MASTER OF SCIENCE (HOSPITALITY
ADMINISTRATION) (MHA)**

Term-End Examination

June, 2024

**MHA-1 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any **five** questions in about **600** words each. All questions carry **equal** marks.

1. What do you mean by professional management and professional manager ? Discuss most important characteristic of a professional manager. 20
2. "Responsibility and performance are really the key words in defining a manager's role". Analyse the statement by giving suitable examples from hospitality industry. 20
3. "Quality means different things to different people". Analyse the statement by giving suitable examples from hospitality industry. 20

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4. Write short notes on : 2 × 10 = 20
 - (a) Importance of System concept to manager.
 - (b) Components of System.
5. Why some individual will be motivated by different factors at different stages of his or her career ? When do intangible factors of motivation become more important ? 20
6. Write short notes : 2×10=20
 - (a) Technical Skills
 - (b) Conceptual Skills.
7. How managerial ethos and socialization process will help in maintaining organizational culture ? Give suitable examples. 20
8. What is conflict ? Why conflict between organization is considered desirable if limited to the economic context only ? 20
9. Draw an organization chart for a small manufacturing company and describe different stages of company ? 20
10. Elaborate different channels of communication in hospitality industry. 20
