

01843

TOURISM STUDIES (BHM/BA-IHA)

Term-End Examination

October, 2010

TS-3 (S) : MANAGEMENT IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions in about 600 words.

1. What do you understand by managerial functions ? Explain the role, task and responsibilities of a manager. 20
2. Define organisation. What are the different types of organisations ? 20
3. What do you understand by management control process ? Also mention the steps in control process. 20
4. Discuss the importance of managing Inter-Group Behaviour in the hospitality industry. 20

5. Write short notes on any two of the following :
- (a) Ego states 10x2=20
 - (b) Human Resource Management in Hospitality.
 - (c) Management Information System
6. What are the important management functions involved in running a food services operation ? 20
7. Define Budget. Discuss the role of budgeting in hospitality industry. 20
8. How will you manage a conference of 100 delegates ? Explain the management functions involved. 20
9. Why is planning important in an organisation ? Explain the different types of plan. 20
10. What do you understand by organisational structure ? Explain the various components of the organisation structure. 20
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