

**BACHELOR DEGREE IN HOTEL  
MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2011**

**BHY-028 : PRINCIPLES OF MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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- Note :** (i) *Attempt any five questions out of 10.*  
(ii) *All questions carry equal marks.*
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1. Differentiating between *management* and *administration*, throw some light on the characteristics of the management. 20
2. Write a note on *any four* of the following : 5x4=20
  - (a) Planning
  - (b) Organizing
  - (c) Staffing
  - (d) Directing
  - (e) Coordinating
  - (f) Controlling
3. "*Management from retrospect to prospect*" 20  
Comment.

4. Describe the following aspects of *planning* in brief :  
(*any four*) 5x4=20
- (a) Meaning and Concept
  - (b) Need and Importance
  - (c) Types of plans
  - (d) Forecasting
  - (e) Steps in planning
5. Elucidate upon the *meaning, nature and significance* of organization. 20
6. Providing details about various types of organizations differentiate between *formal* and *informal* organizations. 15+5=20
7. Explain the linkage between *authority, responsibility* and *accountability*. What is the impact of these on supervision in an organization ? 15+5=20
8. What do you understand by *job evaluation and human resource development* ? 20
9. Jot down the different *theories of leadership* in *brief*. 20
10. How *Maslow's theory of need hierarchy* is related to the hospitality industry ? Give appropriate examples to support your answer. 20
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