

M.Sc. in HOSPITALITY ADMINISTRATION

Term-End Examination

April, 2010

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

Time : 3 hours

Maximum Marks : 100

Note :

- (i) Answer *any five* questions.
(ii) All questions carry *equal* marks, unless otherwise specified.

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1. What do you understand by Management Information System (MIS) ? Explain with examples from the Hospitality Sector. **20**
2. What do you understand by managerial decisions ? Mention the techniques used in different steps of decision making. **10+10=20**
3. Explain the process of organisational change. Also mention the strategies for coping with and implementing the change in an organisation. **6+7+7=20**
4. Explain the process of communication. **20**

5. Define the following : **5x4=20**
- (a) Managerial control.
 - (b) Objectives.
 - (c) Formal organisations.
 - (d) Managerial values.
6. How can you effectively delegate authority ?
Explain with examples related to hotel industry. **15+5=20**
7. Explain any four leadership theories. **5x4=20**
8. Write short notes in about **250** words each on
any two of the following : **10x2=20**
- (a) Channels of communication.
 - (b) Impact of conflict.
 - (c) Organisational culture.
9. Explain Interpersonal Relationships. Also
mention the interpersonal skills required for
developing interpersonal relationships. **8+12=20**
10. Explain why groups are formed. Also mention
the factors that effect work groups. **10+10=20**
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