

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2016**

**BHY-028 : PRINCIPLES OF MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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- Note :** (i) *Attempt any five questions.*  
(ii) *All questions carry equal marks.*
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1. Define management. Discuss the role and responsibilities of a manager in a hospitality organisation. **20**
2. What do you understand by the concept of management ? Discuss different levels of management. **20**
3. Critically analyse Taylor's Scientific Theory related to evolution of management thought. **20**
4. Discuss the various methods of Performance Appraisal. Explain its importance in a hospitality organisation. **20**
5. What do you mean by Plan ? What steps would you take in the planning process of an enterprise ? **20**

6. Discuss the importance of organisation. 20  
Differentiate between Formal and Informal organisation.
7. Write short notes on the following : 10+10=20  
(a) Span of Management  
(b) Delegation of Authority
8. Define the term "Job Analysis". Enlist the major 20  
uses of the same.
9. Discuss the various steps on the process of 20  
recruitment.
10. Write short notes on the following : 10+10=20  
(a) Different styles of Leadership.  
(b) Importance of Motivation.
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