

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2016

MHY-014 : TRAINING AND DEVELOPMENT

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. Discuss the process of training needs assessment in the Hospitality Industry. 20
2. Discuss the benefits of training for the development of Human Resources in a Hospitality organisation. 20
3. Explain the process of learning in a training programme with suitable examples from Hospitality Industry. 20
4. Describe the different training aids required for the Human Resource Development in hospitality organization. 20
5. Highlight the important training methods, applicable to the hospitality sector. 20

6. Write short notes on any two : 2x10=20
- (a) Brain storming
 - (b) Mind mapping
 - (c) Creative problem solving
7. "Evaluation of training is the most important aspect." Critically examine the statement. 20
8. Discuss the different criteria and approaches applicable for evaluation of training. 20
9. "*Training has to be imparted in the changing perspectives.*" Discuss the statement with special reference to Hospitality Industry. 20
10. Write short notes : 10x2=20
- (a) Cross cultural training
 - (b) E-Learning
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