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**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2017

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. What is Competency Mapping ? Explain its importance in designing training programmes. 20
2. Discuss steps involved in designing and developing effective training module. 20
3. Explain : 10+10=20
 - (a) Training need assessment
 - (b) Knowledge Management
4. Explain with examples the training process of stakeholders in hospitality industry. 20
5. What are Inspirational Techniques of training and development ? Discuss with examples. 20
6. Discuss various attributes and factors influencing learning process. Explain with examples. 20

7. Discuss different criteria applicable for evaluating training programmes. 20
8. Write a note on emerging trends in training and development. 20
9. Write short notes on : 10+10=20
(a) Return on Investment in Training
(b) Business Games
10. Define the following terms : 5+5+5+5=20
(a) E - Learning
(b) Training Aids
(c) Pedagogy
(d) Role Playing
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