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**MHA-01**

**M. SC. IN HOSPITALTY  
ADMINISTRATION (MHA)**

**Term-End Examination**

**December, 2023**

**MHA-01 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN HOSPITALITY**

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** (i) Answer any **five** questions in about **600 words each**.

(ii) All questions carry equal marks.

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1. Explain the responsibilities of a professional manager. Give suitable examples. 20
2. Discuss the significance of having policies and procedures in any organization. Elaborate. 20
3. Discuss in detail the models of decision-making process. 20
4. Write short notes on any **two** of the following :  
2×10=20
  - (a) Span of Control and Levels of Management

**P. T. O.**

- (b) Types of Power
- (c) Leadership Styles

5. Explain different types of group. Discuss the implications of formal and informal groups for management. 20
6. What is communication process ? With the help of examples, explain its importance in travel and tourism sector. 20
7. Explain the role of conflicts in an organization. Give examples. 20
8. Discuss the significance of managerial ethos. Describe the process of organizational change in the current scenario in the hotel industry. 20
9. Discuss in detail the concept of system. What kind of organizational structures are generally found in travel and tourism sector ? Give suitable examples. 20
10. What is the concept of MBO ? With the help of examples, explain its benefits and limitations. 20