

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBAIHM)**

Term-End Examination

June, 2012

MHY-010 : INTER CULTURAL MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *All questions carry equal marks.*
(ii) *Attempt any five questions.*
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1. Explain Negotiation process. Write in detail about 20 different Negotiation Styles with relevant example(s).
2. In present Economical era, MNCs also hold 20 responsibility towards society. Discuss.
3. Write short notes on following in about 150 words each : 5x4=20
 - (a) Cross culture Interaction
 - (b) Strategic Alliances
 - (c) Interdependence
 - (d) Global Selection

4. Managing Cross - Cultural communication, is difficult job for Management and Administration of any organization. Explain reasons for this and steps to overcome it. 20
 5. How can you assess the Legal and Technological environment for any MNC ? 20
 6. Explain the different steps for developing cultural profiles of an organization with employee of different culture ? 20
 7. How cross cultural Negotiation and Decision Making relates with each other ? Establish the link between the two. 20
 8. Explain in detail the different strategic formulation process. 20
 9. Why Global selection is important for staffing in MNCs ? Briefly explain its selection procedure. 20
 10. Answer the following in about 300 words each :
 - (a) Global Management Team 10x2=20
 - (b) Organisational structure for Global Operations.
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