

**MASTER OF ARTS IN
TOURISM MANAGEMENT (MTM) / MASTER OF
TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2022

**MTM-001/MTTM-001 : MANAGEMENT
FUNCTIONS AND BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Answer any **five** questions in about 600 words each. All questions carry equal marks.

1. Who is a professional manager ? Why is it necessary for a manager to maintain good relations with various society segments ? 20
2. Write an essay on “various responsibilities of a professional manager”. Give examples from the tourism industry. 20
3. What is tourism planning ? Describe various steps involved in designing a control process. 20
4. Write short notes on the following : 2×10=20
 - (a) Technical Skills
 - (b) Conceptual Skills

5. "Policies are framed in accordance with the nature of the strategy being pursued." Elaborate. 20
6. Describe different phases of decision-making process. Elaborate the importance of decision-making. 20
7. How are culture and ethos maintained ? Substantiate your answer by giving suitable examples from travel and tourism sector. 20
8. Discuss the impact of conflict on organisation. Give suitable examples. 20
9. How are tasks and activities differentiated in the organisation ? Give suitable examples. 20
10. Write short notes on the following : 2×10=20
- (a) Business Environment
 - (b) Approaches to Coordination
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