

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2019-2020

COURSE : 3rd Semester of M.Sc. in HA
SPECIALISATION : Human Resource Management
SUBJECT : Social Processes & Behavioural Issues
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define 'Communication' and discuss various kinds of communication. (10)
- Q.2. Training aims at enhancing 'Knowledge' and 'Skills'. Discuss. (10)
- Q.3. In organizations, 'Power' plays a vital part. Discuss various kinds of power. (10)
OR
Outline a training program for 'Manager' in hospitality industry.
- Q.4. The concept of 'work' is viewed in terms of 'teams'. Discuss this statement. (10)
OR
Hospitality industry is an opportunity to serve people. Discuss.
- Q.5. 'Conflict' is bound to exist in organizations. Explain its advantages and how conflicts can be managed? (10)
OR
Draw the 'Organisational Structure of a five-star hotel' briefly describing the role of each department head.
- Q.6. Prepare a training program for Cooks of a five-star hotel. (10)
OR
Elucidate how technology has influenced the hotel business.
- Q.7. 'Group' has a role to play in the organizational context. Analyse its utility. (10)
- Q.8. 'Stress' is a result of working in modern organizations. How stress can be managed? (10)
- Q.9. Flexi-working time is a cry of the decade. Justify how it will enhance morale. (10)
- Q.10. Define 'Learning' and discuss **any one** theory of learning. (10)
