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**MHM- 11 ( MASTER OF Hotel MANAGEMNT) 2nd Semester  
Examination 2012  
MHM – 202  
Supervision in Hospitality**

**Time :- 3 Hours**

**Max. Marks : 30**

**Note- The paper is divided in to three sections A , B and C. Notes for each section are given in the section itself.**

**Section- A  
(Long Answer questions)**

**Answer any two questions. Each question carries 7½ Marks. (2x7 ½ = 15 Marks)**

- Q.1 Who is supervisor ? What obligations does a supervisor have towards his owners and employees ?
- Q-2 What is the function of TQM ? What are the six attribute of successful TQM as per Jablonski's principals ?
- Q-3 What is communication ? Explain its role as an important element of the directing function .
- Q-4 Write a note on the Labour Markets. How is the Labour market categorized in India

**Section- B  
(Short Answer questions)**

**Answer any four questions. Each question carries 2½ Marks. (4x2 ½ = 10 Marks)**

- Q.1 List four managerial skills which are advantageous to the individual to make a team successful .
- Q-2 List three benefits of motivation.
- Q-3 What Qualification would you require becoming a chef in a restaurant ?
- Q-4 Give three limitations of control activities .
- Q-5 Which are the three ways to measure turnover ?

- Q-6 Give three tips an interviewer would find useful.
- Q-7 What is the fundamental purpose of EEO laws ?
- Q-8 List four traits which describe a decision .

**Section- C**  
**Objective questions (Compulsory)**

**Attempt all questions. Each question carries ½ Marks. 10 x ½ = 5 Marks**

- Q.1 .....includes techniques to solve problems , to achieve efficiency, impose standardization etc.
- Q-2 ..... is the first functions of the management.
- Q-3 .....increases the performance level of employees .
- Q-4 EEOC stands for .....
- Q-5 Orientation is also known as .....
- Q-6 .....basically involves transformation of information from one entity to another entity .
- Q-7 ..... was the author of ‘ Implementing TQM’.
- Q-8 .....is the process of choosing the write candidates from the pool of applications received in the recruitment process .
- Q-9 .....communication describes any type of interaction that makes use of spoken words .
- Q-10 .....is the ability to inspire people to work willingly and to the best of their ability.