Q.1. Training is a part of an organisational function. Discuss.  

(10)

Q.2. Theory of Learning is an essential aspect to be taken into account for imparting training. Discuss.  

OR  
Describe the organisational structure of a four star hotel.  

(10)

Q.3. Modern organisations create stressful situation for employees. How do you manage stress?  

OR  
Describe ‘Power’ and various kinds of power.  

(10)

Q.4. Design a training program for a ‘Server’ in a hotel.  

OR  
Define ‘Perception’ and various barriers to perception.  

(10)

Q.5. How can a hotel solve the problem of ‘turnover’ of employees?  

OR  
The success of a ‘Manager’ depends on their effective inter-personal skill.  
Evaluate this statement.  

(10)

Q.6. Discuss the role of ‘groups’ in a work organisation.  

(10)
Q.7. How conflict situations can be handled in a work place? (10)

Q.8. What do you mean by ‘Organisational effectiveness’? What are the key factors that determine organisational effectives? (10)

Q.9. Hospitality leaders must be sensitive to Human Behaviour and respect employees for organisation efficiency. Discuss with examples. (10)

Q.10. How does an organisation benefit by employing an effective communication policy? (10)