Q.1. Define ‘Communication’ and discuss various kinds of communication.

Q.2. Training aims at enhancing ‘Knowledge’ and ‘Skills’. Discuss.

Q.3. In organizations, ‘Power’ plays a vital part. Discuss various kinds of power.

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.

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?

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.

OR

Elucidate how technology has influenced the hotel business.

Q.7. ‘Group’ has a role to play in the organizational context. Analyse its utility.

Q.8. ‘Stress’ is a result of working in modern organizations. How stress can be managed?

Q.9. Flexi-working time is a cry of the decade. Justify how it will enhance morale.

Q.10. Define ‘Learning’ and discuss any one theory of learning.