

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Supervisory Management
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are the essential qualities for a successful supervisor? Explain the duties and responsibilities of a supervisor.

OR

What is the role and importance of communication in an organisation? Explain the different barriers to effective communication.

(5+5=10)

Q.2. Explain the different approaches for management. (10)

Q.3. Discuss various levels and functions of management. (10)

Q.4. Define 'leadership'. State basic **four** styles of leadership. (10)

Q.5. Management is a goal oriented process. Explain.
OR
Why do managers need to acquire different skills at various level? What are the skills conceptualized by Katz? (10)

Q.6. Why do people resist change? Identify the major factors which play a significant role in this process. (10)

Q.7. Discuss whether you need any control when everything is going, as planned.
OR
What are the key concepts to an exceptional customer care service? (10)

Q.8. Discuss the concept of MBO. What are its key features? Give your views on its practical application.

(10)

Q.9. Write short notes on:

- (a) TQM (Total Quality Management)
- (b) Maslow theory
- (c) X and Y theory
- (d) Wage structure

(4x 2 ½ =10)

Q.10. Match the following:

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|-----------------------------|---------------------------------|
| (a) Motivation | (i) Peter Druker |
| (b) Leadership | (ii) Modern management approach |
| (c) Discipline | (iii) Controlling |
| (d) Evolution of management | (iv) Technical skill |
| (e) Functions of management | (v) Communication |
| (f) Change management | (vi) Maslow |
| (g) MBO | (vii) Leadership |
| (h) Team building | (viii) Trait's theory |
| (i) Keith David | (ix) Self controlled |
| (j) Supervisor | (x) Resistance |

(10x1=10)
