

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

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. Define Management. Discuss the various functions of management.

OR

A supervisor must possess three types of skills for the effective performance of his supervision work. What are these skills? Discuss in detail each of them.

(10)

Q.2. What do you mean by MBO? What are its objectives and benefits?

OR

Who is a Supervisor? Discuss the duties and responsibilities of a supervisor.

(10)

Q.3. Discuss the Maslow's Need Hierarchy Theory of Motivation.

(10)

Q.4. Write short notes on (**any two**):

- (a) Blake and Mouton's Managerial Grid
- (b) Likert's Four System of Management
- (c) Quality of Working Life

(2x5=10)

Q.5. Define Motivation. Discuss the various motivational techniques that are used to motivate the staff of hotels.

OR

Change goes on in every organization. Explain the change process. What are the effects of change on the staff?

(10)

Q.6. What is meant by TQM? Explain its various elements.

(10)

Q.7. Why is team building important for an organization? What role a supervisor plays in building teams? Also discuss the effective team building techniques.

OR

List and explain the characteristics of a good leader. What are the different types of qualities that a leader should have?

(10)

Q.8. Explain the factors that influence the wage and salary policies of an organization.

(10)

Q.9. Discuss the various points of effective supervision.

(10)

Q.10. What do you mean by Job Analysis? Why is it done in an organization?

(10)
