

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2015-2016**

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

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(Marks allotted to each question are given in brackets)

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Q.1. What are the keys to be a successful supervisor? Explain the duties and responsibilities of a supervisor. (10)

Q.2. Write short notes on:  
(a) TQM (b) Maslow theory  
(c) X and Y theory (d) Wage structure (4x2 ½ =10)

Q.3. Explain the different approaches of management.  
**OR**  
Motivation is one of the most important management techniques. Explain. (10)

Q.4. Discuss the various levels of management.  
**OR**  
What is the role and importance of communication in an organisation? (10)

Q.5. Management is a goal oriented process. Explain.  
**OR**  
Define leadership. State basic **four** styles of leadership. (10)

Q.6. What are the management skills conceptualized by Katz? Explain. (10)

Q.7. Why do people resist change? Identify the major factors which play a significant role in this process. (5+5=10)

Q.8. Discuss the concept of MBO. What are its key features?

**OR**

What are the key concepts to an exceptional customer care services?

(10)

Q.9. Discuss whether you need any control when everything is planned.

(10)

Q.10. Match the following:

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

(10x1=10)

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