PGDTH - 01

December - Examination 2015

PGDTH Examination

Hotel and General Management

Paper - PGDTH - 01

Time : 3 Hours]   **[Max. Marks :- 100**

Note : The question paper is divided into three Sections. A, B, and C. Write answer as per given instructions.

Section - A   10 x 2 = 20

(Very Short Answer Questions)

Note : Answer all questions. As per the nature of the question delimit your answer in one word, one sentence or maximum up to 30 words. Each question carries 2 marks.

1) (i)   What is Management?

     (ii)   Who was known as father of administrative management?

     (iii)   What is decentratisation?

     (iv)   What is delegation?

     (v)   What is Housekeeping?

(vi) Give suitable examples of non-monetary incentives.

(vii) What kind of facilities are required in a five star hotel?

(viii) How do you define MBO?

(ix) What is communication?

(x) What is planning?

Section - B   4 x 10 = 40

(Short Answer Questions)

Note : Answer any four questions. Each answer should not exceed 200 words. Each question carries 10 marks.

2) Explain the functions of management.

3) Explain the steps involved in planning process.

4) What do you understand by the term MBO? Give some suggestion to improve the effectiveness of MBO.

5) Differentiate between leader and manager.

6) What consideration should be taken into mind while planning for a hotel? Explain.

7) What is the role of Housekeeping department in a Hotel? Discuss.

8) Draw a chart of the hotel organisation and explain it in brief.

9) Explain the process of decision making.

Section - C
2 x 20 = 40

(Long Answer Questions)

Note : Answer any two questions. You have to delimit your each answer maximum up to 500 words. Each question carries 20 marks.

10) Compare the three leadership styles. Under what situations would each style be effective? Give examples.

11) Explain the role and importance of entertainment and other facilities in an effective hotel management.

12) Explain the ERG theory of motivation with suitable example.

13) Explain in detail about the types of plans followed by hotel.

―――――