

C 82440

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Name.....

Reg. No.....

SECOND SEMESTER B.A./B.Sc. DEGREE EXAMINATION, APRIL 2020

(CBCSS—UG)

Hotel Management and Catering Science/Culinary Arts

BSH/C 2C 04—MANAGEMENT PRINCIPLES AND PRACTICES

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A

Answer the following questions.

Each question carries 2 marks.

1. What is Planning ?
2. What is Centralisation and Decentralisation ?
3. What is Stress Interview ?
4. What is Co-ordination ?
5. What is Team Management ?
6. What is Semantic Barrier in communication ?
7. What is Span of Control ?
8. What is Blank Application ?
9. What is Autocratic Leadership ?
10. What is Ethics Committee ?
11. What is Performance Management ?
12. What is Oral Communication ? Give two examples ?

(Maximum 20 marks)

Section B (Short Answer Type Questions)

Each carries 5 marks.

13. Explain the four Scientific Management Principles ?
14. List the factors affecting Span of Control ?

Turn over

15. Describe the Role of Organisational Culture in Ethics ?
16. Characteristics of a Work group ?
17. What is Directing ? Explain the principles of Directing ?

(Maximum 20 marks)

Section C

Answer any two.

Each carries 10 marks.

18. What is planning ? Explain the types of plans ?
19. What is MBO ? Explain its steps and limitations ?
20. What is Directing and explain the Principles of Directing ?
21. Describe the Styles of Leadership ?

(Maximum 20 marks)