



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)  
उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

Master in Hotel Management (MHM-11) Assignment  
2<sup>nd</sup> Semester

Last Date of Submission: 15 MAY 2012

(जमा करने की अन्तिम तिथि: 15 MAY 2012)

Course Title: Supervision in Hospitality  
Year: 2011-12

Code: MHM 202  
Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

**Briefly discuss the following:**

1. List three forces that encourage innovation in hospitality sector.
2. What are the four components of transformational leadership?
3. Mention three factors which can influence job satisfaction.
4. List three benefits of training.
5. What are the two types of control activities?
6. Mention three recruiting methods.
7. List two advantages of external recruitment.
8. Mention three methods to reduce absenteeism in an organization.

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only in about 500 words.

1. What is the primary role of a supervisor? What are two main limitations faced by a supervisor?
2. List three qualities of a good leader. Explain the difference between the positive and negative approach that a leader can use.
3. What is TQM? What is the function of TQM?
4. What are the five basic human needs as identified by Maslow?