



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

MASTER OF HOTEL MANAGEMENT (MHM-11)

Assignment

Last Date of Submission: 15 May 2014

Course Title: Supervision in Hospitality

Course Code: MHM - 202

Session: 2013-14 Summer

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2<sup>1/2</sup> marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- (1) Leadership Style
- (2) Characteristics of a good supervisor
- (3) Barriers in good communications
- (4) Difference between groups and teams
- (5) Training methods
- (6) Motivation
- (7) Discuss the changing role of a supervisor
- (8) Incentives to staff

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only.

Discuss the following in detail:

- (1) Recruitment Principles
- (2) Stress and its management
- (3) Job Satisfaction
- (4) Communication and its types.