



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

MASTER OF HOTEL MANAGEMENT (MHM-11)

Assignment

Last Date of Submission: 15 May 2015

Course Title: Supervision in Hospitality  
Session: 2014-15 Summer

Course Code: MHM - 202  
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
- (2) List the benefits of Training
- (3) Training methods
- (4) Characteristics of a good supervisor
- (5) Importance of Job Analysis
- (6) Mention some methods to reduce absenteeism in an organization
- (7) Total Quality Management
- (8) Mention some factors which can influence job satisfaction.

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only in about 500 words.

Discuss the following in detail:

- (1) Write a detailed note on interview.
- (2) Communication and its types
- (3) What are the key differences between group and team? Explain with examples.
- (4) What are the basic five human needs as identified by Maslow?