



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

MASTER OF HOTEL MANAGEMENT

ASSIGNMENT

Last Date of Submission: 15th May 2013

Course Title: Supervision in Hospitality

Course Code: MHM- 202

Year: 2012-13

Maximum Marks: 20

Section-A

Section 'A' contains 08 short answer type questions of 2^{1/2} marks each. Attempt any 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. Total Quality Management
2. Leadership
3. Importance of team work
4. Recruitment
5. Importance of Job analysis
6. Employee stress
7. Methods of selection
8. Performance standards

Section-B

Section 'B' contains 04 long answer-type questions of 5 marks each. Attempt any 2 questions only. Answers of Long answer-type questions must be restricted to 1000 words approximately. Briefly discuss the following:

1. Write a detailed note on interview.
2. Write a detailed note on training.
3. What are the key differences between group and team? Explain with example.
4. Write a detailed note on role of supervisor.