



SCHOOL OF TOURISM, HOSPITALITY AND HOTEL ADMINISTRATION

UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**MASTER OF HOTEL MANAGEMENT
ASSIGNMENT**

Last Date of Submission: 15th May 2016

**Course Title: Supervision in Hospitality
Year: 2015-16**

**Course Code: MHM - 202
Maximum Marks: 20**

SECTION A

This section contains 08 short answer type questions of 2^{1/2} marks each. Learners are required to answer any 04 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- 1. What are the principles on which TQM works?**
- 2. List three qualities of a good supervisor.**
- 3. Briefly compare the three styles of leadership. Give examples.**
- 4. Write a short note on upward, downward, horizontal and diagonal communication.**
- 5. Describe the importance of motivation.**
- 6. What are the advantages of working in a team?**
- 7. What is the function of training in an organization?**
- 8. What is the importance of job analysis?**

SECTION B

This section contains 04 long answer-type questions of 5 marks each. Learners are required to answer any 02 questions only. Answers of long answer-type questions must be restricted to 750 words approximately.

- 1. Elaborate on a supervisor's obligation to owners, customers and employees.**
- 2. What is communication? Explain its role as an important element of the directing function.**
- 3. What is the importance of motivation? How can a supervisor motivate his workers?**
- 4. Write a detailed note on interviews.**