



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: Team Management
Year: 2015-16

Course Code: MHM - 402
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 differences between a group and a team?**
- 2. How and why should teams be created?**
- 3. Briefly explain the different approaches of team leadership.**
- 4. What are the four basic behaviour styles?**
- 5. What is the team performance curve? Explain in brief.**
- 6. What are the different decision-making tools used by teams?**
- 7. What are innovative teams? What are their contributions in an organization?**
- 8. What are the principles of collaboration?**

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. What is Kaizen? Discuss the benefits of Kaizen in detail.**
- 2. Explain peripheral and pivotal norms with the help of suitable examples.**
- 3. What do you understand by team leadership? Explain the principles of leadership.**
- 4. Describe the five stages of Tuckman's Model of Team Formation.**