

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Sc.(HMCT) (2016 & 2017 Batch) (Sem.-6)**

## PRINCIPLES OF MANAGEMENT - 2

**Subject Code : BSHM-606**

**M.Code : 76238**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTIONS TO CANDIDATES :**

1. **SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

## SECTION-A

**Q1. Write briefly :**

- a) Staffing
- b) Communication network
- c) Zero based budgeting
- d) Body language
- e) Manpower planning
- f) Departmentation
- g) Grapevine
- h) Duty roster
- i) Internal Audit
- j) Standardisation

### SECTION-B

- Q2. Differentiate between Centralization and Decentralization of authority.
- Q3. What is the importance of effective communication in hotel operations?
- Q4. List different types of organizational structure.
- Q5. Enlist different steps involved in selection process of employees in a hotel.
- Q6. What are the measures to be taken for effective delegation?

### SECTION-C

- Q7. Establish the importance of effective coordination and illustrate it with taking any one hotel department's coordination with other departments.
- Q8. Explain non-budgetary control techniques with suitable examples.
- Q9. Explain the various stages involved in communication process.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**