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(Pages : 2)

Name.....

Reg. No.....

**SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
APRIL 2021**

Hotel Management and Catering Science

**BSH/C 2C 04—MANAGEMENT PRINCIPLES AND PRACTICES**  
(Common for Culinary Arts and Catering Science)

Time : Two Hours

Maximum : 60 Marks

**Section A**

*Answer at least **eight** questions.*

*Each question carries 2 marks.*

*All questions can be attended.*

*Overall Ceiling 16.*

1. What is the Principle of Division of Work ?
2. What is Preliminary Interview ?
3. What is Ethical Management ?
4. What is Perceptual Barrier in Communication ?
5. What is MBO ?
6. What do you mean by "The School of Management Thought" ?
7. What is Organising ?
8. What do you mean by Interview ?
9. What is Ethics Committee ?
10. What is a Work Group ?
11. What is Staffing ?
12. What is Line Authority ? Give two examples.

(8 × 2 = 16 marks)

**Turn over**

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**Section B**

*Answer at least four questions.  
Each question carries 6 marks.  
All questions can be attended.  
Overall Ceiling 24.*

13. Difference between Centralisation and Decentralisation.
14. Explain the various elements of Communication.
15. Differentiate between Democratic and Autocratic Leadership Styles.
16. Explain the 5 Principles of Delegation of Authority.
17. What is Placement and Orientation ?

(4 × 6 = 24 marks)

**Section C**

*Answer any two questions.  
Each question carries 10 marks.*

18. Write an essay on Holistic approach for managers in Decision-Making and the steps involved in it?
19. What is Communication ? Describe about Verbal and Non-Verbal Communication ?
20. Explain the steps in Staffing Process.
21. "Management is both Science and Art". Comment.

(2 × 10 = 20 marks)