

C 81796

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Name.....

Reg. No.....

SECOND SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2020

Hotel Management and Catering Science

BSH/C 2C 04—MANAGEMENT PRINCIPLES AND PRACTICES

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

1. Management.
2. Formal Organization.
3. Sole proprietorship.
4. Autocratic leadership.
5. Policy.
6. Organizing.
7. Job Design.
8. Communication.
9. Decision Making.
10. Forecasting.

(10 × 1 = 10 marks)

Section B (Short Answer Questions)

Answer any eight questions.

11. What are the functions of Top level management ?
12. What do you mean by Span of Control ?
13. Define Recruitment.
14. What are the barriers to Communication ?
15. Define Balanced Score Card.

Turn over

16. What is an Organizational chart ?
17. Write short note on Job satisfaction.
18. Explain Maslow's hierarchy of need.
19. List out the different types of leadership styles.
20. What is upward communication ?

(8 × 2 = 16 marks)

Section C

Answer any six questions in short paragraph.

21. Explain the function of management.
22. Give brief note on the different types of planning.
23. Write down the importance of values in an organization.
24. Explain the principles of decision-making.
25. Write down the limitations of planning.
26. Write short note on MBO.
27. Explain how to overcome barriers to communication.
28. Write down the importance of Leadership.

(6 × 4 = 24 marks)

Section D (Essay Type)

Answer any two out of three questions.

29. Explain the principles of management according to Henry Fayol.
30. Explain the different types of communication.
31. Briefly explain the characteristics of effective work group in an organization.

(2 × 15 = 30 marks)

