

**D 103764**

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Name.....

Reg. No.....

**SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
APRIL 2024**

Hotel Management and Culinary Arts/Catering Science

BSH/C 2C 04—MANAGEMENT PRINCIPLES AND PRACTICES

(2019—2023 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer the following questions.**Each question carries 2 marks.*

1. Define Management.
2. What is an Objective ?
3. Define span of control.
4. Define MBO.
5. Who is a Leader ?
6. What is grapevine communication ?
7. Define Training.
8. What is ethics committee ?
9. What is a Team ?
10. Define chain of command.
11. What is Direction ?
12. Define Recruitment.

(Maximum : 20 Marks)

**Turn over**

**Section B**

*Short answer type questions.  
Each question carries 5 marks.*

13. What are the different types of manpower planning ?
14. Explain about SMCR model of communication.
15. What are the characteristics of a work group ?
16. Explain about the steps in management process.
17. Explain about techniques of controlling.

(Maximum : 20 Marks)

**Section C**

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

18. Explain about steps in Selection process.
19. Explain about the various roles of management.
20. Describe about hygiene motivation theory.
21. Define Organising. Explain about various organisation structures.

(Maximum : 20 Marks)