



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.sc in International Hospitality Management

Type: Semester End Assessment

Date: 11th November, 2021

Term: 1

Total Marks: 25

Time Duration: 02 Hrs

Course Name: Management Process 1 (Hospitality, Tourism, Leisure & Event)

Course Code: IHOH103

Instructor: Ms. Alba De Sa

This paper contains 01 page in addition to the cover page.

Name: _____

Student Number: _____

Class: _____

Marks Obtained: _____

Faculty Signature: _____

Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and avoid interacting or communicating with their peers.
- Students must enter the examination hall 10 minutes prior to the scheduled time of the examination.
- Students will carry only their essential Books, notes, pens, pencils, calculators and scales into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones and beeping watches are prohibited in the examination hall. The usage of electronic data banks is prohibited.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.
- Students will not be permitted to exit the examination hall 30 minutes prior to end time of an examination. A student leaving the room will have to return his/her paper to the faculty and the paper will be considered as completed.
- Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator.



Answer All Questions

- I. Name the following: (05 marks)**
1. The decision making tool that helps in analysing the driving forces working in favour of a change and the restraining forces working against a change.
 2. The stage of team development that is marked by conflict and competition as individual personalities emerge and opinions differ.
 3. A style of business management that focuses on identifying and handling only those cases that deviate from the permissible limit.
 4. The component of the external business environment which is largely external and totally beyond the control of a business unit.
 5. The type of organisational structure in which employees report to two or more managers rather than one manager overseeing every aspect of a project.
- II. Every manager follows his or her own leadership style when leading, directing and influencing others. Briefly explain ANY FIVE Leadership Styles that a manager can choose from stating alongside the benefits associated with each leadership style. (10 marks)**
- III. Fredrick Herzberg's Two Factor Theory, argues that there are two factors that an organization can adjust to influence motivation in the workplace. In light of the above statement, you are required to explain the Two Factor Theory propounded by Fredrick Herzberg's. (10 marks)**