



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B. Sc. International Hospitality Management

Type: Semester End Assessment

Date: Thursday, 20 January 2022

Term: 8

Total Marks: 25

Time Duration: 2 Hrs

Course Name: Organisational Behaviour 1

Course Code: IHOH113

Instructor: Nelissa Alcasoas

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. When we talk about a trusting team or trusting partners, I think very often we forget that trust is not an instruction, trust is a feeling, and you cannot tell someone to trust you. No leader can just tell their company, "Trust me." It doesn't work that way. Trust is a feeling. It's biological; a feeling that comes from the environment we're in. When we feel safe in our own environment, we feel that our leaders care about us as human beings and want to see us grow and build our confidence in our skills. When we feel safe in our own companies, trust emerges. – Simon Sinek

Questions – (3 * 5 marks = 15 marks)

- a) What happens when employees do not feel safe in their work environments?
 - b) As a manager, how will you deal with an employee who has had a bad performance issue at work?
 - c) Employees don't leave bad companies, they leave bad managers. What can managers do to create a safe and positive working environment for their team?
- II. Most jobs have stressful aspects; explain in detail how you would handle the following situations – (2 * 5 marks = 10 marks)
- a) What advice would you give to calm down a colleague who's stressed out about a deadline?
 - b) How would you respond if your manager gave you negative feedback in front of your peers?