



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

**M.Sc. INTERNATIONAL HOSPITALITY AND TOURISM MANAGEMENT**

Type: Semester End Assessment (SEA)

Date: 03<sup>rd</sup> January 2023

Batch and Semester: 2021- 23 & III

Total Marks: 60

Time Duration: 3 Hours

Course Name: Negotiations and Conflict Management

Course Code: MHO313

Instructor: Mr. Krishnakant Hegde Desai

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

Full Name of the Student: \_\_\_\_\_

Permanent Registration 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 should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators 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, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- 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.



**Q. 1 Answer any 5 of the following questions.**

**(10×5 = 50)**

- 1) Explain the role played by Pre Negotiations and Innovations in a successful Negotiations.
- 2) Mention the significance of Negotiations in the Hospitality Industry.
- 3) Elaborate on the Essentials of Contract which are significant in any Negotiations.
- 4) Elaborate on the various theories of Conflict Resolution and Management.
- 5) Elaborate the Positive and Negative outcomes of Conflict Management.
- 6) Explain the concept of Grievance Management.
- 7) Explain the Evolution of legal rights and laws to be considered in Conflict Management in India.

**Q. 2 Write a short note on any 2 of the following.**

**( 5×2= 10)**

- 1) Explain the concept of Collective Bargaining.
- 2) Explain the features of Conciliation and Mediation as effective tools of conflict resolution.
3. Explain the significance of a settled hierarchy at workplace to a better efficiency in the workplace.