



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

M.Sc. International Hospitality and Tourism Management

Type: Semester End Assessment (SEA)

Date: 08/01/2026

Batch and Semester: 2024 - 2026 & Semester III

Total Marks: 40

Time Duration: 2 Hours

Course Name: Negotiation and Conflict Management

Course Code: IHT 624

Faculty: Adv. 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.



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I. Answer any 4 of the questions below:-

- Q.1.** Explain the concept of Negotiation in the Industry and elaborate with illustrations successful negotiations in the modern Industrial sphere. **(10 Marks)**
- Q.2.** Elaborate on how having standard operating practices in the work place of Hospitality to resolve grievances can help enhance the efficiency of the workplace. **(10 Marks)**
- Q.3.** Elaborate on the various types of conflicts observed in the Hospitality Industry and explain modes of resolution. **(10 Marks)**
- Q.4.** Critically analyze how conflicts have positive and negative consequences. **(10 Marks)**
- Q.5.** Explain how the methods of conciliation and mediation are different from Arbitration in conflict management and resolution. **(10 Marks)**
