

M. SC. IN HOSPITALITY
ADMINISTRATION (MHA)
Term-End Examination

June, 2025

MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. Why is it necessary for a manager to anticipate and prepare for the increasing competition ? Elaborate by giving suitable examples from hospitality industry. 20

2. What is 'Political Opposition' ? Why is it necessary for a manager to maintain good relations with various society segments ? 20
3. "The manager is expected to provide leadership by way of personal example and inspire confidence." Elaborate the statement by giving suitable examples from hospitality sector. 20
4. Write an essay on "Decision-making under different states of nature". 20
5. Describe the benefits and limitations of MBO. 20
6. Write short notes on the following : 10+10
 - (a) Administrative man model
 - (b) Gamesman model
7. Discuss the relationship between leadership style and organizational culture. 20
8. Write short notes on the following : 10+10
 - (a) Change in corporate strategy
 - (b) The Domino effect

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9. What is verbal and non-verbal communication ? Elaborate by giving suitable examples from hospitality sector. 20
10. How does government policies of regulation and control affect the future planning of a business enterprise ? Give examples. 20

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