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End Semester Examination, December 2024
BHMCT – 5th Semester
Principles of Management (HMCT-311A)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

(Out of the seven questions, attempt any five).

2x5

- (a) Outline a typical day for a hotel manager, highlighting the key responsibilities they handle. [CO-1] [L-2] 2
- (b) Describe the functions and responsibilities of a manager within an organization. [CO-2] [L-2] 2
- (c) Differentiate between management as a science and as an art. [CO-2] [L-1] 2
- (d) Discuss how managerial functions contribute to the effectiveness of an organization. [CO-3] [L-2] 2
- (e) Identify and explain two current challenges that managers are encountering. [CO-4] [L-2] 2
- (f) List and describe the main steps involved in the planning process. [CO-3] [L-2] 2
- (g) Define 'organizational culture' and discuss its importance for ethical management practices. [CO-5] [L-2] 2

PART-B

(Answer all five questions. Each question offers a choice, so attempt any one from each pair.)

2. Summarize key management theories and explain their relevance to modern organizations. [CO-2] [L-2] 10
OR

Trace the development of management thought, detailing the main schools of management theory. [CO-2] [L-4] 10

3. Describe the critical skills required by managers at various organizational levels, and explain how these skills enhance overall effectiveness. [CO-3] [L-2] 10

OR

Discuss the importance of time management in planning and suggest methods managers can use to boost productivity. [CO-3] [L-3] 10

4. Define centralization and decentralization and discuss their effects on decision-making and accountability within an organization. [CO-4] [L-3] 10

OR

Analyze the challenges international managers face when adapting to different cultures and business environments, and provide examples. [CO-4] [L-3] 10

5. Outline the planning process with an example that demonstrates goal and objective setting in hospitality context. [CO-1] [L-3] 10

OR

Describe a hotel manager's daily responsibilities, focusing on the required skills and decision-making processes. [CO-1] [L-3] 10

