

B.H.M.C.T. Sem-V (2010 Course) : SUMMER - 2019
SUBJECT : DEVELOPMENT OF GENERIC SKILLS - II

Day : Tuesday
Date : 30/04/2019

S-2019-2477

Time 10.00 AM To 12.00 Noon
Max. Marks : 40

N. B. :

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q. 1 Answer **ANY EIGHT** of the following: **(08)**

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|----------------------------|--------------------|
| a) Eustress | f) Negotiation |
| b) Intrapersonal Conflicts | g) Project brief |
| c) Event | h) Task Group |
| d) Rationalization | i) Business Risk |
| e) Resource Identification | j) Slippage report |

Q. 2 Answer **ANY TWO** of the following: **(08)**

- a) Discuss the essentials of a training report.
- b) State the importance of customer satisfaction in the hotel industry.
- c) What are the effects of Frustration on an individual?

Q. 3 Answer **ANY TWO** of the following: **(08)**

- a) Elaborate on functions of a sponsor.
- b) Differentiate between task management and traditional management.
- c) List the various effects of stress.

Q. 4 Answer **ANY TWO** of the following: **(08)**

- a) List any 8 reasons due to which an individual experiences stress.
- b) Explain in brief any 4 sources of data collection.
- c) What is conflict? Give the sources of interpersonal conflict.

Q. 5 Answer **ANY TWO** of the following: **(08)**

- a) How are values classified?
- b) Explain risk drivers.
- c) State the various reasons for formation of groups.

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