

B. Sc. (Hospitality & Hotel Administration) Sem – IV 2010 Course) :
SUMMER - 2019

SUBJECT : DEVELOPMENT OF GENERIC SKILLS - II

Day : Monday
Date : 15/04/2019

Time : 02.00 PM To 04.00 PM
Max. Marks : 40

S-2019-2505

N. B. :

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q. 1 Answer **ANY EIGHT** of the following: **(08)**

- | | |
|---------------------------|-------------------------------|
| a) Interpersonal conflict | f) Stake holder |
| b) Frustration | g) Project Brief |
| c) Eustress | h) Group |
| d) Task customer | i) Work break down structures |
| e) Negotiation | j) Resource identification |

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

- a) List the characteristics of tasks.
- b) Write short note on Risk Drivers.
- c) What are four uses of task planning?

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

- a) Explain the primary and secondary sources for collecting data.
- b) Write a short note on Task Dynamic Action Cycle.
- c) What is the importance of a Training Report?

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

- a) What are ethics? On what basis are they decided?
- b) List and explain the various defense mechanisms due to frustration.
- c) Explain conflict resolution strategies.

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

- a) What is the scope of work statement?
- b) List and explain the causes of stress.
- c) Discuss in brief why groups are formed.

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