

**B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM – IV**  
**2010 COURSE) : SUMMER - 2018**  
**SUBJECT: DEVELOPMENT OF GENERIC SKILLS-II**

Day : **Thursday**  
Date : **19/04/2018**

**S-2018-2190**

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

**N.B.**

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

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

- |                           |                    |
|---------------------------|--------------------|
| a) Conflict               | f) Frustration     |
| b) Intrapersonal conflict | g) Formal Group    |
| c) Ethics                 | h) Task Sponsor    |
| d) Task Baseline          | i) Sampling        |
| e) Distress               | j) Risk Management |

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

- a) Discuss the causes and effects of frustration.
- b) Write a note on 'Sources and Types of Conflict'
- c) Explain the importance of customer's satisfaction' for any business.

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

- a) Write a note on i) TDAC      ii) Functions of Task Sponsor
- b) List and explain any four defense mechanisms.
- c) Discuss the essentials of a Training Report.

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

- a) Discuss the various methods to deal with stress.
- b) Why individuals join groups?
- c) Explain the various sources of collecting data for research.

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

- a) List and explain any eight Risk Drivers.
- b) Identify values and prepare Code of Ethics for yourself.
- c) Discuss the procedure for 'Resource Identification and Scheduling'.

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