

**B SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM –
IV 2010 COURSE) : WINTER - 2017
SUBJECT: DEVELOPMENT OF GENERIC SKILLS-II**

Day : **Thursday**
Date : **30/11/2017**

W-2017-1500

Time : **12.30 PM TO 2.30 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) Event | f) Groups |
| b) Survey | g) Regression |
| c) WBS | h) Hassles |
| d) Values | i) Task Stakeholders |
| e) Intergroup conflict | j) Project Log |

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

- a) Elaborate on importance of summary and evaluation in Task Management.
- b) How are groups classified?
- c) What is 'Code of Ethics'? Explain the importance of ethics in human life.

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

- a) Write in brief about various documents used for Task Management.
- b) Explain about the various sampling methods for research.
- c) Discuss the effects of frustration.

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

- a) Write a note on 'Risk Drivers'
- b) Discuss the essentials of Training Report.
- c) What are the various methods of dealing with stress?

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

- a) What are the various uses of Task Planning?
- b) Write a short note on i) Group Dynamics ii) Defense Mechanism
- c) Discuss the various steps in conflict resolution.

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