

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2017
(Fifth Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

PRINCIPLES OF MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A 120 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 2 = 20)

- 1 List out the levels of management.
- 2 State the meaning personnel management.
- 3 Mention any two objectives of decision making.
- 4 What do you mean by span of control?
- 5 What is job specification?
- 6 What is performance appraisal?
- 7 Define motivation.
- 8 What is controlling?
- 9 What is wage?
- 10 What is collective bargaining?

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a Narrate the functions of management.
OR
b What are the roles of a manager?
- 12 a Briefly explain the decision making process.
OR
b What are the bases of departmentation?
- 13 a State out the sources of recruitment.
OR
b Explain the benefits of training.
- 14 a Write a note on motivation theories.
OR
b What are the barriers of communication?
- 15 a What are the types of wages?
OR
b Describe the roles of a trade union.

SECTION - C (30 Marks!)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Discuss about the nature of management.
- 17 Explain the process and objectives of Organising.
- 18 Explain the staff selection process of hotel industry.
- 19 State out the details of controlling techniques in managers.
- 20 Explain about the collective bargaining and its details.