

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION DECEMBER 2019
(Fifth Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

PRINCIPLES OF MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10x2 = 20)

- 1 Define management.
- 2 Name any two skills required for a manager.
- 3 What is Organising?
- 4 Define span of control.
- 5 What is selection?
- 6 What is Job description?
- 7 Who is leader?
- 8 What is performance Appraisal?
- 9 Name any two fringe benefits.
- 10 What is collective Bargaining?

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5x5 = 25)

- 11 a Explain the functions of management.
OR
b What are the levels of management?
- 12 a Explain the types of planning.
OR
b Write a note on significance of Departmentation.
- 13 a Define leadership. What are the functions of a leader?
OR
b Explain the need and benefits of Training.
- 14 a What are the barriers for effective communication?
OR
b List the requirements for effective control.
- 15 a Explain the various types of Industrial Dispute.
OR
b Write a note on the role of trade union.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3x10 = 30)

- 16 Elaborate on the various skills required by a manager.
- 17 Discuss the process involved in organising.
- 18 Explain the different sources of recruitment in detail.
- 19 Write a note on the process of communication.
- 20 What is a fringe benefit? Explain the types of fringe benefits.