

19U279S

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Name.....

Reg No.....

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2020

(CUCBCSS - UG)

CC18U HM2 C04 – MANAGEMENT PRINCIPLES AND PRACTICES

(Catering Science & Hotel Management - Complementary Course)

(2018 Admission - Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

Section A

Answer *all* questions. Each question carries 1 mark.

Choose the correct answer:

1. _____ is highly suitable for large organizations having large number of managerial personnel at different levels.
 - a) Centralization
 - b) Decentralization
 - c) Departmentalization
 - d) All of these
2. _____ is the process of selecting one best alternative from different alternatives.
 - a) Planning
 - b) Organizing
 - c) Decision making
 - d) Forecasting
3. Military type of organization is also called
 - a) Informal organization
 - b) Line organization
 - c) Line & Staff
 - d) Functional
4. _____ is an example of internal source of recruitment
 - a) Advertisement
 - b) Trade unions
 - c) Employment exchange
 - d) Promotion
5. _____ is the act of increasing the knowledge and skills of an employee for doing a job.
 - a) Training
 - b) Induction
 - c) Placement
 - d) Orientation
6. A leader should have _____
 - a) Technical Knowledge
 - b) Empathy
 - c) Initiative
 - d) All of these
7. The word MBO stands for _____
 - a) Management by Organization
 - b) Management by Operation
 - c) Management by Objectives
 - d) None of this

Fill in the blanks:

8. Father of Modern Management theory is _____
9. According to _____ approach, management is a logical process and it can be expressed in terms of mathematical symbols and relationships.

10. _____ helps to determine a fair days work and rest period to complete it.

(10 x 1 = 10 Marks)

Section B

Answer any *eight* questions. Each question carries 2 marks.

11. Define the term management.
12. What you mean by decision theory school?
13. Describe standardization process in management
14. Explain Scalar chain?
15. Write a note on budget?
16. What you mean by decentralization
17. What do you mean by staffing process?
18. Explain man power planning.
19. What you mean by job enrichment?
20. Explain SMMR model communications.

(8 x 2 = 16 Marks)

Section C (Short Essay)

Answer any *six* questions. Each question carries 4 marks.

21. Describe nature & Scope of management.
22. Write a note on meaning & features of planning.
23. Write a note on work group behavior and productivity.
24. Mention detail types of delegation.
25. Describe the theories of motivation.
26. What are the barriers to communication?
27. "Communication and information is the same in business terms" Elucidate.
28. Write a note on structure of ethics management.

(6 x 4 = 24 Marks)

Section C (Essay Type)

Answer any *two* questions. Each question carries 15 marks.

29. Enumerate with examples Fayol Principles of management.
30. Write a detail note on types of leadership styles.
31. Enumerate principles of Business ethics and characteristics. Write detail.

(2 x 15 = 30 Marks)
