

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL OPERATIONS AND TOURISM (756)
B. Sc. IN HOSPITALITY AND TOURISM (757)
EXAMINATION: NOVEMBER- 2025
THIRD SEMESTER

C/CB
30:20

Subject : - Principles of Management-II (756306/757306)

Date: 25/11/2025

Total Marks: 30

Time: 10.00 am to 11.30 am

Instructions: 1) Each question carries equal marks.
2) Attempt any 06 questions

- Q. 1** Define the following terms **(05)**
1. Staffing.
 2. Directing.
 3. Communication.
 4. Motivation.
 5. Leadership.
 6. Controlling.
 7. Recruitment.
 8. Selection.
 9. Training.
 10. Upward Communication
- Q. 2** State any five benefits of staffing. **(05)**
- Q. 3** Explain any five importance of directing **(05)**
- Q. 4** State and explain the elements of communication process **(05)**
- Q. 5** State Maslow's five levels of needs in his hierarchy theory. **(05)**
- Q. 6** Mention any five qualities of a good leader. **(05)**
- Q. 7** Write a short note on Zero Base Budgeting (ZBB). **(05)**
- Q.8** State the steps in the controlling process **(05)**
- Q.9** Explain difference between leadership and management. **(05)**
- Q. 10** What is upward communication? Give examples. **(05)**