MCOSC-1.2B/C

Sl.No. : **Total No. of Pages : 2**

I Semester M.Com. Degree Examination, May/June - 2023
(CBCS, SLM Scheme)
COMMERCE (Soft Core Stream)
Course - II : Training and Development

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Answer any Four questions. Each question carries Five marks. **[4×5=20]**

Q1) Define the 'ASK' concept, and comment upon the relative difficulty on developing people's attitude, skills and knowledge.

Q2) Explain different types of learners and their attitude.

Q3) How mentoring is different from coaching? Explain.

Q4) Explain the importance of career planning.

Q5) Discuss the various challenges in training.

Q6) What are the components of management development programme?

SECTION - B

Answer any Three questions. Each question carries Ten marks. **[3×10=30]**

Q7) Compare and contrast different theories on learning.

Q8) State and explain different types of audio-visual aids.

Q9) How simulation training is different from laboratory training? State some top simulation based training companies.

Q10) Explain the importance of training evaluation in any organisation.

Q11) Why any corporate entity needs career planning? Explain.

SECTION - C

Answer any Two questions. Each question carries Fifteen marks. **[2×15=30]**

Q12) Define the term training. State and explain different types of training methods.

Q13) Discuss Jack Phillips ROI model of training evaluation.

Q14) List the nine steps in the training process and explain each step with reference to hospitality industry with examples.

Q15) Imagine you are the managing director of a full service restaurant. One day you receive a complaint letter from a guest reporting he was not satisfied with the followup regarding their criticism of being overcharged in one of your restaurants.

a) Why was the Complaint made?

b) Is there a training need in this context?

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