

1057  
B. Voc. (Retail Management)  
Second Semester  
RSC-204: Human Resource Management in Retail

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

x-x-x

I. Write short notes on:-

- a) Importance of communication with teams
- b) Importance of constructive feedback
- c) Need for managing team conflicts
- d) Relevance of setting goals (4x4)

**UNIT – I**

- II. Discuss the importance of planning and clarification of work roles for team members. (16)
- III. What is the importance of health and safety of employees? How will you take into account the health and safety issues in planning, allocation and checking of work? (16)

**UNIT – II**

- IV. Give a fair view of managing cultural diversity among the team members? Discuss the challenges faced by an HR manager in managing cultural diversity. (16)
- V. Explain the different methods of motivating team members. (16)

**UNIT – III**

- VI. What are the causes of conflict amongst team members and how can they be managed? (16)
- VII. What is the importance of controlling performance of members and discuss corrective measures for poor performance. (16)

**UNIT – IV**

- VIII. What is team morale? How can you boost team morale? (16)
- IX. "Good relations can bring a synergistic effect in a team". Do you agree? Discuss. (16)

x-x-x