

2053

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 note on the following:-

- (a) Importance of communication.
- (b) Cultural diversity of Team Members.
- (c) Inclusion issues in team building,
- (d) Team Morale.

(4x4)

UNIT - I

II. What are different ways to communicate effectively with members of team? (16)

III. Identify sustainable resources required for planning work of a team. How will you ensure their effective use for the same? (16)

UNIT - II

IV. Discuss various ways of encouraging team members to ask questions and seek clarification in relation to work they have been allocated. How will you ensure progress and quality of work of team members? (16)

V. Providing prompt and constructive feedback to teams is crucial to the performance of the teams.' Illustrate with example. (16)

UNIT - III

VI. Why has performance appraisal of teams taken on increased significance in recent years? (16)

VII. Explain different conflict resolution techniques for team effectiveness. (16)

(2)

UNIT - IV

- VIII. What are the circumstances under which morale is likely to flag? Elaborate the kinds of encouragement and support valued by colleagues to raise the morale of a team. (16)
- IX. Why good working relations are important for teams. Discuss techniques for removing tension between colleagues. (16)

x-x-x