

2071

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. I which is compulsory and selecting one question from each Unit.

x-x-x

I. Answer any four of the following:-

- a) Importance of feedback' in communication.
- b) Relevance of briefing team members.
- c) What do you mean by cultural diversity?
- d) Write a note on safety issues among team members.
- e) What are the consequences of inter-group conflict?
- f) Highlight the importance of good working relations. (4x4)

UNIT - I

- II. What is the meant by effective communication? Explain the features of an effective communication among team members. (16)
- III. Explain in detail the wealth and safety issues in planning work of a team. Discuss the importance of fair allocation of work among team members. (16)

UNIT - II

- IV. Explain in detail cultural diversity and diversity among team members. (16)
- V. Discuss the different methods to encourage team members. Give some suggestions for performance improvement. (16)

UNIT - III

- VI. Discuss the problems faced by a manager in teamwork. Suggest some ways to identify poor performers in a team. (16)
- VII. Explain in detail the performance appraisal of team members. Discuss different techniques to support team members. (16)

P.T.O.

(2)

UNIT - IV

- VIII. What do you mean by morale? In what ways can it be improved? Highlight the positive impact of high morale at workplace. (16)
- IX. Discuss different techniques for removing tension between colleagues. (16)

x-x-x