

Roll No.

Total No. of Printed Pages: 2

Total No. of Questions: 5

Maximum Marks : 30

Duration (hrs.) : 2 Hours

**Note: Q1 is compulsory and solve any two from the remaining questions.****Q1 – 10 Marks (Compulsory)*****“Can I have tomorrow night off?”***

It's 4:00 P.M. as you begin your last inspection of the housewares department. Only two hours until you go home, eat your dinner, relax, and spend some much-needed time with your family. As you finish your rounds, you notice one of your fellow team members lingering around at the end of the aisle. As you get closer, you see that it is Frank, a restocker on the evening shift. Frank greets you as you walk to your register, and the two of you make small talk about how many shelves were empty at closing time last night and how much inventory the team had to get ready for this morning. Frank then informs you that his son's Little League baseball team has made it to the playoffs for the state championship and he wants to take tomorrow night off to watch this important game. As you listen, you remember attending your own son's games and know how important this game is to both Frank and his son. After all, this opportunity may never occur again.

The day after tomorrow, however, is the kickoff to the Memorial Day weekend sale, and that means big sales in every department of the store. It also means droves of customers throwing merchandise into their carts (and on the floors) carrying merchandise around the store, and either buying it or stuffing it onto an empty shelf at the other end of the store. It's going to be hectic all weekend, especial tomorrow as your team gets ready. You'll need all the stockers you can get.

It will take seven team members 40 hours to stock all six departments in the store and 15 hours to clean the store for the big opening on Saturday morning. During the eight-hour night shift, five people usually stock the shelves while the other two clean the store. The best person to take Frank's position is Sam, but he is on vacation for the next five days. In Sam's absence, three of the team's other stockers are helping out by alternating a double shift: Don is the only one not doing double shifts because he has to get home in time for his wife to get to work. Allowing Frank to take off without a replacement would seriously hamper the other four evening stockers and would jeopardize the stock levels for the sale kickoff.

This type of situation is your least favorite aspect of work teams: it would be much nicer if a manager could just decide for you. On the one hand, you empathize with Frank and want to be flexible to his needs, yet on the other hand; the team has to get the store ready for the sale. Not being ready will definitely affect the store's weekend revenue. You ask Frank to wait while you assemble the rest of the team.

Read the above case and answer the following questions:

Q1. As a team can you organize six people to get all the cleaning and stocking done in a single eight-hour shift before the sale starts Saturday morning? How? (3 Marks)

Q2. Would you let Frank have the night off? Why or why not? (3 Marks)

Q3. What other options might your team consider before making its decision? (4 Marks)

**Attempt Any Two from the Remaining Four Questions**

Q2 (a) Distinguish between mission and purpose with suitable examples. (5 Marks)

(b) Describe steps to sound ethical decision making in business. (5 Marks)

(c) Describe corporate planning process? (5 Marks)

*Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks*

Q3 (a) Explain in detail how formal organisations are classified. (5 Marks)

(b) Write in detail Functional Areas and the Process of Management. (5 Marks)

(c) Explain the Neo-classical theory of Management. (5 Marks)

*Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks*

Q4 (a) Write a short note on 'The Art of Delegation'. (5 Marks)

(b) Explain types of Departmentation. (5 Marks)

(c) Discuss the difference between the entrepreneurial role and the management role of a new business owner. (5 Marks)

*Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks*

Q5 (a) Why do you think Contingency View should be applied by a manager? (5 Marks)

(b) Define departmentalization and explain why the application considered vital to the management. (5 Marks)

(c) Explain the basic control process. (5 Marks)

*Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks*