

21U422

(Pages: 2)

Name:

Reg.No:

FOURTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2023

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BSH4 C08 / CC20U BSH4 C08 - HUMAN RESOURCE MANAGEMENT

(Catering Science and Hotel Management - Complementary Course)

(2019 Admission onwards)

Time : 2.00 Hours

Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

Answer *all* questions. Each question carries 2 marks.

1. Describe the major functions of HR department.
2. What you mean by appraisal employees?
3. Write the objectives of personnel department.
4. What is HRD system?
5. Describe how job evaluation is affected in employees performance.
6. Explain the objectives of job description.
7. What is supply forecasting?
8. What are the importance of training?
9. How staff motivation is related to staff productivity?
10. What are the objectives of career planning?
11. Explain the features of employee grievance.
12. Mention the benefits to the employers through labour welfare services.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

Answer *all* questions. Each question carries 5 marks.

13. Write the basic duties and responsibilities of hotel employees.
14. Write the importance of personnel department in hotels.
15. What is human resource information system?
16. What are the purpose of recruitment?
17. Write the role of placement manager in hospitality industry

18. What is job enrichment and write the characteristics of job enrichment?

19. Write the needs of performance appraisal in hotels.

(Ceiling: 30 Marks)

Part C (Essay questions)

Answer any *one* question. The question carries 10 marks.

20. What is micro and macro level hrp? Write its objectives.

21. Write the importance of grooming in hospitality industry.

(1 × 10 = 10 Marks)
