

**24U3109**

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Name : .....

Reg. No : .....

**THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025**

(FYUGP)

**CC24UBHC3MN202 - HUMAN RESOURCE MANAGEMENT**

(Hotel Management and Catering Science - Minor Course)

(2024 Admission - Regular)

Time: 2.0 Hours

Maximum: 70 Marks

Credit: 4

**Part A** (Short answer questions)

Answer *all* questions. Each question carries 3 marks.

1. Explain organization. [Level:2] [CO1]
2. Analyse the impact of poor HR practices on employee performance and guest satisfaction in a hotel. [Level:2] [CO1]
3. Describe the meaning of human resource management. [Level:2] [CO1]
4. Apply the concept of job analysis to describe how HR can improve recruitments in a hotel. [Level:4] [CO2]
5. Examine the role of job descriptions in setting performance standards in hotels. [Level:4] [CO2]
6. Explain the difference between promotion and demotion in an organizational context. [Level:3] [CO3]
7. Explain the concept of the wage system in India. [Level:3] [CO3]
8. Identify the key objectives of providing incentive compensation to employees. [Level:2] [CO3]
9. Describe two common amenities provided by organizations to their employees. [Level:4] [CO4]
10. Explain a step-by-step disciplinary procedure. [Level:4] [CO4]

**(Ceiling: 24 Marks)**

**Part B** (Paragraph questions/Problem)

Answer *all* questions. Each question carries 6 marks.

11. Describe how HR policies influence the structure and functioning of the HR department. [Level:2] [CO1]
12. Discuss the types of internal sources of recruitment. [Level:4] [CO2]

13. Explain the recruitment process and its significance in an organization. [Level:3] [CO2]
14. Demonstrate how induction training helps new employees adjust to their roles. [Level:3] [CO3]
15. Clarify wage,salary,incentive,bonus and compensation. [Level:2] [CO3]
16. Describe how suggestion schemes can encourage employee participation and innovation. [Level:3] [CO4]
17. Analyze the common causes of accidents in kitchen and housekeeping. [Level:3] [CO4]
18. Explain the concept and significance of human resource accounting in organizations. [Level:4] [CO4]

**(Ceiling: 36 Marks)**

**Part C (Essay questions)**

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

19. Discuss how HR department is coordinating with other department. [Level:2] [CO1]
20. Explain Job specification and its adavantages. [Level:4] [CO2]

**(1 × 10 = 10 Marks)**

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