

19U438

(Pages: 2)

Name:

Reg.No:

FOURTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2021

(CBCSS - UG)

CC19U BSH4 C08 - HUMAN RESOURCE MANAGEMENT

(Hotel Management & Catering Science - Core Course)

(2019 Admission - Regular)

Time : 2.00 Hours

Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

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

1. What is macro level HRP?
2. Write the importance of HR department in hotels.
3. Write the role of personnel department in hotel industry.
4. What is HRD?
5. Explain the importance of job evaluation in hotels.
6. Write the process of job analysis.
7. Write the scope of human resource audit.
8. What is induction?
9. What is on the job training?
10. Explain the characteristics of an job enrichment.
11. What are the principles of promotion?
12. Write about grievance handling.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Write the different type of departments in the hotel.
14. What is staff management and write its importance?
15. Write the importance of human resource information system in hotels.
16. Write about recruitemet and its objectives.
17. How hotels mottivate their employees write in your thoughts?
18. Briefly explain the objectives of career planning.
19. What are the benefits of employe and employer through labour welfare?

(Ceiling: 30 Marks)

Part C (Essay questions)

Answer any *one* question. Each question carries 5 marks.

20. What is recruitment and write the procedures for recruitments in detail?
21. Explain the new trends in human resource department.

(1 × 10 = 10 Marks)
