

20U437

(Pages: 2)

Name:

Reg.No:

FOURTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2022

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BSH4 C08 - HUMAN RESOURCE MANAGEMENT

(Catering Science & 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. What you mean by performance evaluation?
2. Describe the major functions of HR department.
3. Write the role of personnel department in hotel industry.
4. What is HRD system?
5. Explain the importance of job evaluation in hotels.
6. What is job analysis?
7. Write about forecasting demand and supply.
8. What is induction?
9. What is training?
10. What are the objectives of career planning?
11. Write the aims and objectives of discipline.
12. Write the employment opportunities of women in hotel industry.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Write the different types of departments in the hotel.
14. What is staff management and write its importance?

15. What is human resource information system?
16. What are the objectives of human resource audit?
17. Explain motivation and write its objectives in detail.
18. What is job enrichment and write the characteristics of job enrichment?
19. What are employee grievances and write its objectives?

(Ceiling: 30 Marks)

Part C (Essay questions)

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

20. What is performance appraisal? Write the procedures for performance appraisal.
21. What is recruitment and write the procedures for recruitments in detail?

(1 × 10 = 10 Marks)
