

Register Number:
Name of the Candidate:

B.Sc. DEGREE EXAMINATION, May 2015

(HOTEL MANAGEMENT AND TOURISM)

(THIRD YEAR)

(PART -III)

320: HUMAN RESOURCE MANAGEMENT

Time: Three hours

Maximum: 75 marks

Answer any FIVE questions

(5×15=75)

1. a) Explain the importance of HRM for five star hotels.
b) Explain how supply of personal is planned.
2. a) Write down the role of personal manager for organisation.
b) Draw the organisational structure of front office department of a five star hotel.
3. a) Why is Job analysis important for an organisation ?
b) Explain in detail how work force analysis done for absentism.
4. a) Explain the various sources of Internal recruitment.
b) Explain how recruitment evaluation is done.
5. a) Explain the importance of hierarchy for departmentation.
b) What are the various development programmes conducted for security staff?
6. a) Why is training important for students in catering schools?
b) Explain in detail about vestibule course.
7. a) Explain in detail about performance appraisal.
b) Explain how job general knowledge would help in an organisational development.
8. a) Write short note on employee benefit programme.
b) What are the various systems followed to maintain performance appraisal?
9. a) Explain in detail about how money acts as motivator.
b) Explain the various benefits of welfare activities.
10. a) Explain the nature of union.
b) Explain the various ways employer can cut down cost by separation.
