

TOURISM STUDIES (BHM/BA-IHA)

Term-End Examination

November, 2013

TS-7 (S) : HUMAN RESOURCE DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions in about 600 words.

All questions carry equal marks.

1. Explain, with the help of examples the need of manpower forecasting in Hospitality Industry. Also list the commonly used database for manpower forecasting. 20
2. What do you understand by Job Description ? How would you design the job of a Housekeeping Supervisor in a Three Star Hotel ? 20
3. Enumerate the functions and operations of Personal Management. 20
4. Discuss the role and importance of interview in selection process of employees. 20
5. Write short note on the following : 10x2=20
 - (a) Essential steps in process of Human Resource Auditing.
 - (b) Importance of Induction Process.

6. What do understand by management development ? What is its role in staff training ? 20
 7. Discuss the theories of motivation and their role in employee motivation. 20
 8. Write a detailed note on the various aspects of performance appraisal. 20
 9. Why is Gender Sensitivity important in Hospitality and Tourism ? Substantiate your answer with suitable examples. 20
 10. Write short notes on the following : 4x5=20
 - (a) Employee counselling.
 - (b) Importance of Career Planning.
 - (c) Retrenchment.
 - (d) Grievance Handling.
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