

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2014**

00041

**BHY-040 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Answer any five questions. All questions carry equal marks.*

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1. (a) Define job description and job specification.  
(b) Differentiate between both illustrating an example for each. *10×2=20*
  
2. Describe the various components of executive compensation package in detail. *20*
  
3. What is induction process? Explain the induction process followed by a hotel for new recruits. *20*
  
4. Define Human Resource Management. What are the challenges faced by today's HR Manager ? *20*
  
5. You are a HR Manager for a 5-star hotel and designing a training program for the housekeeping staff. What are the different training methods you would use ? Explain the advantages and disadvantages of each. *20*

6. What is Performance Appraisal ? Explain the various methods of performance appraisal. 20
7. Discuss in detail the significance of motivation in an organization. Also list ways of motivating employees in a hotel. 20
8. What is a Grievance ? Explain in detail the grievance handling procedure in a hotel. 20
9. Justify :
- (a) "Compensation programmes must be fair to both Employer and Employee."
  - (b) HRM is the basic responsibility of every Manager.  $10 \times 2 = 20$
10. Write short notes on any *four* of the following :  $4 \times 5 = 20$
- (a) Selection
  - (b) Promotion
  - (c) Collective Bargaining
  - (d) Recruitment
  - (e) Job Analysis
  - (f) Incentive System
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