

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2015

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note :**
- (i) Attempt *any five* questions.
 - (ii) All questions carry *equal* marks.

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1. Explain the role and functions of the Human Resource Department in the hospitality industry. **20**
 2. What are the salient features of Human Resource Management ? Discuss its importance in the management of personnels. **20**
 3. What is the linkage and difference between Recruitment process and Selection procedure ? Explain with the help of relevant examples. **20**
 4. What do you understand by manpower planning ? Explain the importance of short term and long term manpower planning. **20**
 5. Write short notes on **any two** of the following :
 - (a) Induction Process **2x10=20**
 - (b) Role of a HR Manager
 - (c) Job Analysis

6. Define Performance Appraisal. What are the points taken into consideration for the purpose of an employee's performance appraisal ? 20
7. What are the various types of transfers ? What is the need of a transfer policy in an organisation ? 20
8. Define Incentive. What are the advantages and limitations of employee incentives ? 20
9. What is Conflict ? What is the need of managing conflicts ? How can the HR department handle conflicts effectively ? 20
10. Write short notes on the following : 4x5=20
- (a) Grievance Handling
 - (b) CTC (Cost to Company)
 - (c) Collective Bargaining
 - (d) Demotion as Punishment
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