

00284

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2017

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What is the role of Human Resource (HR) Department in hotels ? Write a short note on HR policies followed in hotels. 20

2. Describe various techniques and incentive programmes that you can carry out to increase employee's retention. 20

3. Differentiate between : 2x10=20
 - (a) Short term and Long term Planning
 - (b) Recruitment and Selection

4. Explain the various components of a Salary. Explain importance of setting up a good compensation structure. 20

5. Write short notes on (any four) : 4x5=20
- (a) Job Analysis
 - (b) Job Description
 - (c) Promotion Policy
 - (d) Incentive
6. Plan a detailed induction program for the newly recruited house keeping supervisors in a Five Star hotel. 20
7. Explain the employee's grievances handling procedure in hotels. Also explain the relevance of trade unions in grievance handling. 20
8. Explain the different processes and methods involved in selection of employees. 20
9. Give the importance of : 4x5=20
- (a) Training and development
 - (b) Internal sources of recruitment
 - (c) Trade unions
 - (d) Job specifications
10. Define performance appraisal. Explain the different methods of appraisal. 20
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