

00151

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2013

MHY- 011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. Each question carries equal marks.

1. Discuss the importance of Human Resource Management in the hospitality industry. Give atleast two examples. 20
2. Draw the organisation structure of the Human Resource Department of a five star hotel. What would be the duties and responsibilities of the General Manager ? 10x2=20
3. What would be the responsibilities of the Human Resource Department of a star category hotel ? 20
4. What do you understand by "Role of compensation in an organisation" ? Elaborate with examples. 20

5. How has Human Resource Management evolved ? Discuss with the examples from the recent developments in India. 20
6. Differentiate between the internal and external equities in compensation system. 20
7. Write a detailed note on "Competency based performance management system". 20
8. As an Human Resource Manager of a luxury hotel how would you plan to use Human Process Interventions for the benefit of your employees. 20
9. Write a short note on **any two** : **10x2=20**
(a) Job Evaluation
(b) Job description
(c) Difference between duties and responsibilities.
10. Enumerate the contemporary issues faced by an organisation for its development in the global context. 20
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