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**BHY-40**

**BACHELOR IN HOTEL MANAGEMENT  
(BIHM)**

**Term-End Examination**

**June, 2019**

**BHY-40 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Discuss the role and functions of HR manager in a luxury hotel with more than 300 employees. 20
2. 'Hospitality industry has one of the highest attrition rates.' Comment. What kind of policy changes would you suggest to increase employee retention in a hotel ? 20
3. What is the need of manpower planning in the hospitality industry ? Explain the various methods and techniques of manpower planning. 20
4. What is meant by Job Evaluation ? What are the methods of job evaluation ? 20

(A-61) P. T. O.

5. Differentiate between any *two* of the following with example : 2×10=20
- (i) Recruitment and Selection
  - (ii) Short-term and Long-term planning
  - (iii) Placement and Induction
6. What is the importance of Performance Appraisal ? What are the various methods of performance appraisal ? 20
7. What do you understand by Conflict ? What are the different types of conflict ? How can the HR department manage these conflicts ? 20
8. Explain the different components of employee compensation structure. 20
9. What do you understand by Inter-personal Skills ? Explain with the help of suitable examples. 20
10. Write short notes on the following : 4×5=20
- (i) Social Security
  - (ii) Fringe Benefit
  - (iii) Grievance Handling
  - (iv) Cost to Company (CTC)