

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2015

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are the duties and responsibilities of a Human Resource Manager in a mid size hotel ? **20**
2. Briefly explain the organisational structure and functions of the HR department of a large hotel. **20**
3. Explain the inter linkages and differences between Job analysis, Job description and Job specification with the help of suitable examples. **20**
4. Define manpower planning. Elucidate the methods and techniques of manpower planning. **20**
5. Write short notes on any two of the following :
 - (a) HR policies and procedures **2x10=20**
 - (b) Selection process
 - (c) Short term manpower planning

6. What do you understand by Job Evaluation ? Explain the stages of Job Evaluation. 20
7. "Employee compensation can prove to be a motivational tool". Comment on the statement and justify your answer with relevant examples. 20
8. Define Fringe Benefits. What is the difference between wage, incentives and fringe benefits ? 20
9. What is Employee Grievance ? What is the need for handling of grievances ? Give a model of grievance redressal procedure. 20
10. Write short notes on the following : 4x5=20
- (a) Conflicts
 - (b) Promotion Policy
 - (c) Disciplinary Action
 - (d) CTC (Cost to Company)
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