

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2013

MHY- 011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are the functions and role of Human Resource Department in the Hospitality Industry ? Discuss with examples. 20
2. Draw the organizational structure of the Human Resource Department of a multi - outlet quick service restaurant (QSR) chain. What would be the duties and responsibilities of the Operations Manager ? 10x2=20
3. What would be the criteria or scales used in assessment of Manpower for a multi - outlet QSR ? 20
4. What do you understand by " Use of compensation as motivational tool ". Elaborate with examples. 20

5. How have the best practices of Human Resources been changing ? Discuss with the examples from the recent developments in India ? **10x2=20**
6. Differentiate between Performance appraisal and Performance Audit. Discuss with examples. **20**
7. Write a detailed note on “ Leadership based performance Management “. **20**
8. As an H.R. Manager of an multi - outlet pan India QSR, 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 Classification
(b) Job satisfaction
(c) Importance of team work
10. What would be the issues and challenges for the Organizational Development Practioners in the present scenerio of India ? What future trends can be forecasted and why ? **20**
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