

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2012

**MTM-03 : MANAGING PERSONNEL IN
TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions in about 600 words.

1. What do you understand by career planning ?
Explain the advantages and limitations of career planning. 10+10=20

2. What is the need for employee counselling?
Mention the methods adopted in this regard. 10+10=20

3. What do you understand by performance appraisal system ? Design a performance appraisal form for an assistant marketing manager. 10+10=20

4. Write an essay on gender related issues in tourism. 20

5. Define the following : 5+5+5+5=20
- (a) Suspension
 - (b) Retrenchment
 - (c) Reward policies
 - (d) Compensation
6. Discuss the various methods of recruitment. 20
7. 'On the job training is essential for tourism personnel'. Explain. 20
8. Discuss the relationship between induction and placement. 20
9. What do you understand by employees grievances? Explain the methods to resolve the grievances. 10+10=20
10. Discuss the relationship between motivation and productivity. 20
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