

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00364

Term-End Examination

June, 2014

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. Define human resource management. What is the role of HRM in the hospitality industry ? 20
 2. "Performance appraisal is not merely for appraisal but is a tool for employee engagement". Explain the statement. 20
 3. You as HR Manager of a company have been asked to draw a promising incentive plan for the employees in the production department. State the features you will incorporate in such incentive plan. 20
 4. Explain the link between discipline and grievance. Explain grievance handling procedure in an organisations. 20
 5. Differentiate between long term and short term manpower planning. 20
 6. Explain the process of recruitment and selection of employees for a hotel chain. 20

7. Briefly discuss promotion and transfers. How each one of them influence job satisfaction of an employee ? 20
8. What is training ? Discuss various methods used by hotels for training employees. 20
9. Define Job analysis. Explain the different methods of job analysis with examples. 20
10. Write short notes on **any four** : 4x5=20
- (a) Job rotation
 - (b) Role of an HR Manager
 - (c) Rewards and incentives
 - (d) Job discription
 - (e) Fringe benefits
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