

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

**B.Sc. (H. & H.A.) Sem-VI : WINTER- 2022
SUBJECT : HUMAN RESOURCE MANAGEMENT**

Day : Monday

Time : 02:00 PM-04:30 PM

Date : 19-12-2022

W-19909-2022

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Answer to both the sections to be written in the **SAME** answer booklet.

SECTION - I

Q.1) Explain the following: (Any 6) (1 Marks X 6 = 06)

| | |
|--------------------|-------------------|
| a) Incentive | e) Job Evaluation |
| b) Trade Unions | f) Recruitment |
| c) Compensation | g) Training |
| d) Job Description | h) Merit Rating |

Q.2) Attempt ANY TWO of the following (6 Marks X 2= 12)

- a) Discuss the concept of Collective Bargaining.
- b) Define Compensation and explain types of compensation.
- c) Describe any two commonly used training methods used in the hospitality organization.

Q.3) Attempt ANY TWO of the following (6 Marks X 2 = 12)

- a) What do you understand by Orientation and Induction? State its importance.
- b) State the policy and procedure for transfers in the organization.
- c) Describe the steps in recruitment and selection process.

SECTION - II

Q.4) Explain the following: (Any Six) (1 Marks X 6 = 06)

| | |
|--------------------|----------------------|
| a) Labor turnover | e) Career Counseling |
| b) Orientation | f) Promotions |
| c) Cost to Company | g) Transfers |
| d) Broad Banding | h) Discipline |

Q.5) Attempt ANY TWO of the following: (6 Marks X 2 = 12)

- a) Define job description and state the need for job description.
- b) Define Grievance and give three common causes of grievances.
- c) What do you understand by performance appraisal? What is the need for the performance appraisal?

Q.6) Attempt ANY TWO of the following: (6 Marks X 2= 12)

- a) Discuss the functions of Human Resource Management.
- b) Define career planning and what its benefits are.
- c) Discuss : I) Employee safety II) Trade Unions
