

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)**  
**B.H.M.C.T. Sem-VII : WINTER :- 2021**  
**SUBJECT: HUMAN RESOURCE MANAGEMENT**

**Day : Monday**  
**Date 31-01-2022**

**W-19996-2021**

**Time : 02:00 PM-04:30 PM**  
**Max. Marks: 60**

**N.B.:**

- 1) All questions are **COMPULSORY**.
  - 2) Answer to both the sections to be written in the **SAME** answer book.
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**Q1. Explain the following: (Any 6) (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        |

**Q2. Attempt ANY THREE of the following: (4 Marks X 3 = 12)**

- a) State the need for performance appraisal. State its Limitations.
- b) Describe the process of Human Resource Planning.
- c) What is the importance of training? Discuss any two methods of training.
- d) List down the objectives of Job Evaluation.

**Q3. Attempt ANY THREE of the following (4 Marks X 3 = 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
- d) Elaborate on the Need of HR Planning.

**SECTION – II**

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

- |   |                    |
|---|--------------------|
| a) Job Specification                    | e) Recruitment     |
| b) Absenteeism                          | f) Training        |
| c) Human Resource Management            | g) Job evaluation  |
| d) 360 <sup>0</sup> method of appraisal | h) Career Planning |

**Q.5) Attempt ANY THREE of the following: (4 Marks X 3 = 12)**

- a) Give the objectives of Trade Unions?
- b) Define Grievance and give the causes of Grievance.
- c) Define Performance appraisal and describe any four methods of performance appraisal.
- d) List down & elaborate on Sources of Recruitment.

**Q.6) Attempt ANY THREE of the following (4 Marks X 3 = 12)**

- a) Why is staffing considered to be an important function of management? State its objectives.
- b) State the benefits of career development to employees, management and organization.
- c) Describe the steps in recruitment and selection process.
- d) Write short note on
  - i. Employee orientation
  - ii. Job description

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