

QP Code: D 123183		Total Pages: 1	Name:
		Register No.	
<b>SECOND SEMESTER (CUFYUGP) DEGREE EXAMINATION, APRIL 2025</b>			
<b>BHA</b>			
<b>BHA2MN102 Human Resource Management in Hospitality Industry</b>			
<b>2024 Admission onwards</b>			
<b>Maximum Time :2 Hours</b>			<b>Maximum Marks :70</b>
<b>Section A</b>			
<b>All Questions can be answered. Each Question carries 3 marks (Ceiling: 24 Marks)</b>			
1	What is Human Resource Management?		
2	Mention three key functions of HRM in the hospitality sector.		
3	What is HR planning?		
4	What is recruitment?		
5	What is on-the-job training?		
6	What is a 360-degree performance appraisal?		
7	Mention three common performance issues in hotels.		
8	Define job satisfaction.		
9	What is the role of HR in maintaining employee relations?		
10	What is employee retention?		
<b>Section B</b>			
<b>All Questions can be answered. Each Question carries 6 marks (Ceiling: 36 Marks)</b>			
11	Explain the unique HR challenges faced in the hospitality industry.		
12	Discuss the importance of HRM in achieving organizational goals.		
13	Enlist the modern techniques of recruitment.		
14	What are the various components of job description?		
15	How can performance-based incentives enhance employee motivation in hotels?		
16	Describe different techniques of performance appraisal with examples.		
17	How does HRM contribute to enhancing employee motivation and productivity in hotels?		
18	Explain the role of fairness in workplace motivation according to Equity theory.		
<b>Section C</b>			
<b>Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)</b>			
19	Discuss the legal and ethical considerations in recruitment and selection with examples.		
20	Explain the process of handling employee performance issues and grievances effectively in the hospitality industry.		