



Name :

Roll No. :

Invigilator's Signature :

CS/BHSM/SEPARATE SUPPLE/SEM-5/HPM-505/2011

2011

HUMAN RESOURCE MANAGEMENT AND HOTEL LAW

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

10 × 1 = 10

i) Recruitment is

a) Positive

b) Negative

c) Both (a) & (b)

d) None of these.

ii) Process of determining relative worth of a job in relation
to other jobs is

a) Job evaluation

b) Job analysis

c) Job specification

d) None of these.



iii) Written documents of duties and responsibilities associated with the job are

- a) Job description b) Job specification
- c) Job design d) none of these.

iv) Vertical loading of the job is

- a) Job enlargement b) Job enrichment
- c) Job rotation d) none of these.

v) The act of increasing the knowledge and skill of an employee for doing particular job is called

- a) Training b) Development
- c) Job enrichment d) none of these.

vi) "Vestibule training" is a/an

- a) on the job training b) off the job training
- c) both (a) & (b) d) none of these.

vii) Any discontent or dissatisfaction arising out of anything connected with company is

- a) Conflict b) Grievance
- c) Both (a) & (b) d) none of these.

viii) Horizontal loading of the job is known as

- a) Job enlargement b) Job enrichment
- c) Job rotation d) none of these.



- ix) Promotion should be based on
- a) Merit
 - b) Seniority
 - c) Both (a) & (b)
 - d) none of these.
- x) Process of evaluating performance in relation to established standard is
- a) Performance appraisal
 - b) Wage and salary administration
 - c) Job specification
 - d) none of these.
- xi) How many persons are required to form a trade union ?
- a) 10
 - b) 7
 - c) 5
 - d) none of these.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Distinguish between On the Job Training and Off the Job Training.
3. Enumerate the importance of Manpower Planning.
4. State the power of Food Inspectors as per Prevention of Food Adulteration Act.
5. Define the concept of Collective Bargaining.
6. Differentiate between Personnel Management and Human Resource Management.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. What is training ? Give a brief description about the training methods of a junior executive in a Five Star Hotel. 3 + 12
8. Define the concept of promotion. Explain the consideration of a sound promotion policy in a hotel. 2 + 13
9.
 - a) What do you mean by total disablement ?
 - b) Discuss the liabilities of an employer in case of partial and total disablement arising out of employment. 5 + 10
10. Describe the process of recruitment and selection with the help of a suitable diagram.
11. Write short notes on any *two* of the following : 2 × 7 $\frac{1}{2}$
 - a) Insurance
 - b) Bailee's Lien
 - c) Industrial Relations
 - d) Labour welfare.

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