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**6496**

Register Number

Name of the Candidate:

**M.Sc. DEGREE EXAMINATION, May 2015**

**(HOTEL MANAGEMENT)**

**(SECOND YEAR)**

**641/640: HUMAN RESOURCE MANAGEMENT**

(Common with M.Sc Tourism)

(Old and New Regulations)

Time: Three hours

Maximum: 75 marks

**Answer any FIVE questions**

**(5×15=75)**

1. a) What are the various types of grievances faced in hotels?  
b) List down the importance of accounting system followed in hotels.
2. a) Explain the importance of HRM in large organisation.  
b) Write down the major uses of job analysis.
3. a) What are the various steps in grievance handling?  
b) Write short notes on the quit development process for managers.
4. a) Explain how job enrichment is different from job enlargement.  
b) What do you mean by job deception role analysis –Explain .
5. a) What do you mean by management philosophy?  
b) What are the various function of administration department?
6. a) Explain in detail about the various types of development for career.  
b) Explain the importance of decision making.
7. a) Write short notes on management by objectives.  
b) What are the various policies forward in hotels?
8. a) Explain in detail the various types of training.  
b) Explain in detail about the various career development programmes in hotels.
9. a) Incentives help to increases productivity. Explain.  
b) How is labour cost calculated?
10. a) Explain the importance of employee relations.  
b) Explain how labour cost affect productivity.

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