



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in Tourism & Hospitality Management

Second Year, Second Semester Examination – 2015

THM 22233- Human Resource Management in Hospitality

Instructions for Candidates:

Answer any 5 (five) questions

All Questions carry equal marks

No. of questions : 06

No. of pages : 02

Time: **Three (03) hours**

01.

- i. Define “Human Resource Management” (04 Marks)
- ii. Distinguish Job description from Job specification. (06 Marks)
- iii. Discuss how human resource management is important to the tourism and hospitality industry. (10 Marks)

[Total = 20 Marks]

02.

- i. Define Human Resource Planning (HRP)? (04 Marks)
- ii. State steps in Human Resource Planning Process (HRP). (06 Marks)
- iii. Job design and job analysis are primary functions of HRM .Explain its applicability to hospitality industry in Sri Lanka. (10 Marks)

[Total = 20 Marks]

03.

- i. Define the term “Recruitment” (03 Marks)
- ii. What are the strategies used by hotels at Employees Shortages? (04 Marks)
- iii. What is meant by Selection? (03 Marks)
- iv. Explain the selection methods used in Sri Lankan hospitality industry. (10Marks)

[Total = 20 Marks]

04.

- i. What do you mean by Performance Appraisal? (02 Marks)
- ii. Performance evaluation is done on many purposes. Briefly explain the benefits of Performance Appraisal. Provide examples as necessary. (08 Marks)
- iii. Discuss the training and development methods used in hospitality industry. Provide examples as necessary. (10 Marks)

[Total = 20 Marks]

05.

- i. Distinguish employee “Health” from “Safety”. (04 Marks)
- ii. What are the types of Rewards applicable in Hospitality industry? (06 Marks)
- iii. Employee grievances can arise due to variety of causes in tourism and hospitality industry. Discuss. (10 Marks)

[Total = 20 Marks]

06. Write short notes on any five (05) of followings;

- i. Objectives of HRM
- ii. Employee Grievances
- iii. Collective Bargaining and Negotiations
- iv. Induction
- v. HR Demand and HR Supply
- vi. Human Resource Information System(HRIS)

[4*5= 20 Marks]