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(Pages : 2)

Name.....

Reg. No.....

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

B.H.A

BHA 5B 14—HUMAN RESOURCE MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A

Answer at least eight questions.

Each question carries 2 marks.

All questions can be attended.

Overall Ceiling 16.

1. What is Training ?
2. Define Human Resource Planning.
3. What is Decision Making ?
4. What is Motivation ?
5. Define Job Specification.
6. Mention any *two* Merits of Training.
7. Define Man Power Planning.
8. Define Job Evaluation.
9. Define Management.
10. Expand HRM.
11. Define Induction.
12. Define Actual vacancy.

(8 × 2 = 16 marks)

Turn over

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Section B

Answer at least three questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 18.

13. Give an introduction to Human Resource Management.
14. Write the uses of Job Analysis.
15. Write an Introduction to Human Resource Planning.
16. Give an introduction to Recruitment.
17. Give an introduction to Selection Procedure.
18. Write a short note on Interview Procedures.

(3 × 6 = 18 marks)

Section C

Answer any two question.

The question carries 13 marks.

19. An elaborate note on the overview of Human Resource Management.
20. What are the factors that influence Human Resource Planning ?
21. What are the different components of Job Analysis ?
22. Explain the importance of Training from the view point of the Hotel Industry and its employees.

(2 × 13 = 26 marks)

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FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

B.H.A.

BHA 5B 13—COMPREHENSIVE SELF STUDIES

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

*Answer any sixty questions.
Each question carries 1 mark.*

1. Which department receives orders to deliver food and beverages to the guests' rooms ?
 - (a) Housekeeping.
 - (b) Front Office.
 - (c) Room Service.
 - (d) Food and Beverage.
2. HRACC stand for :
 - (a) Hostel and Reservation Association Classification Counter.
 - (b) Hotel and Reservation Association Classification Counter.
 - (c) Hostel and Restaurant Association Classification Committee.
 - (d) Hotel and Restaurant Approval Classification Committee.
3. Late Night registrations must be handled according to _____.
 - (a) Your mood.
 - (b) Customer mood.
 - (c) Anyway you want.
 - (d) Company policy.
4. Which of the following things are expected from good Front Office associate _____ ?
 - (a) Knowledge of organizational procedures.
 - (b) Convincing guest to stay in hotel.
 - (c) Both (a) and (b).
 - (d) None of the above.

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5. A good Front Office Associate (FOA) should understand which of the following thing :
- (a) Company's targets.
 - (b) Importance of punctuality.
 - (c) Work output requirements.
 - (d) All of the above.
6. Total room sales divided by the number of rooms sold represents _____.
- (a) Rack Rate.
 - (b) Average Daily Rate (ADR).
 - (c) Room Occupancy % age.
 - (d) All of Above.
7. Which is place where guests can buy fresh produce ranging from baked bread, cold meat etc.
- (a) Deli.
 - (b) Banquet.
 - (c) Longue.
 - (d) All of Above.
8. Which type of hotels are small and usually have the owner living on the premises ?
- (a) Bed and breakfast hotel.
 - (b) Commercial hotel.
 - (c) Airport hotel.
 - (d) Conference centre.
9. What is the best definition of hospitality ?
- (a) Service.
 - (b) Meeting the anticipation needs of our guests with kindness and goodwill.
 - (c) Businesses that provide services to people who are traveling.
 - (d) A special room that is used to serve refreshments to groups of people.
10. To present a professional image of the company a receptionist should _____.
- (a) Leave confidants paperwork lying on the reception desk where everyone can see it.
 - (b) Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.
 - (c) Point out to visitors any shortcomings in their dress style.
 - (d) Have pointless and casual conversations about the weather with all visitors.

11. S.O.P. stands for _____.
- (a) Self Operating Procedure.
 - (b) Service Operator Process.
 - (c) Standard Operating Procedure.
 - (d) All of above.
12. In a large full-service hotel, the Front Office Manager (FOM) reports to the _____.
- (a) General Manager (GM).
 - (b) Chief engineer.
 - (c) Room Division Manager (RDM).
 - (d) Security Director.
13. Which of the following provides the best proof of identity when accepting a travelers cheque from a foreign guest ?
- (a) The guest passport.
 - (b) The guest cheque card.
 - (c) The guest driving license.
 - (d) The guest credit card.
14. Which type of restaurant are characterized by their elaborate and exclusive menu with special emphasis on the very high quality food they serve.
- (a) Fine dining restaurants.
 - (b) All day dining restaurants.
 - (c) Specialty restaurants.
 - (d) None of these.
15. The hotels are rated according to the _____.
- (a) Facilities on offer.
 - (b) Location.
 - (c) Ownership.
 - (d) Staff qualification.
16. An arrival list is :
- (a) The name and address of all resident.
 - (b) Alphabetical list of guest due to arrive.
 - (c) Alphabetical list of guest who have arrived.
 - (d) Alphabetical list of arrivals and departures.

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17. Room allocation means :
- (a) Having enough rooms.
 - (b) Room status.
 - (c) Securing a vacant ready room guest to occupy.
 - (d) Room diary.
18. What is the main feature of a time share establishment ?
- (a) It is a private property.
 - (b) Its rooms / resources are shared by guests / tourists according to specified Time schedules.
 - (c) It is a facility of one star grade.
 - (d) None of these.
19. What is a motel :
- (a) A small hotel.
 - (b) A small hotel on the highway where motorists check in.
 - (c) A large hotel with packing facilities.
 - (d) A hotel with a restaurant.
20. Which one of the following Organizations is operating youth hostels around the world ?
- (a) CARE.
 - (b) UNESCO.
 - (c) YMCA.
 - (d) UNHCR.
21. Duplex room is a room with :
- (a) Air conditioner.
 - (b) Two storey's connected by stairs.
 - (c) Room service facility.
 - (d) An extra bed.

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22. Name of the founder of Obroi Group of Hotel Chain :
- (a) Mahavir Singh Obroi. (b) Mahipal Singh Obroi.
(c) Mohan Singh Obroi. (d) Mahipat Singh Broil.
23. American plan refers to :
- (a) 3 daily meals included with room rates.
(b) 3 meals a day.
(c) Only Breakfast.
(d) Only Dinner.
24. "Table d' hot" is a term related to :
- (a) Varied Buffet Services.
(b) Fixed number of items in a menu.
(c) Choice of items in a menu.
(d) Options for guest to prepare their own menu.
25. A hotel room with all guest rooms occupied is called :
- (a) Green House. (b) Full House.
(c) Houseful. (d) None of these.
26. Which provides a choice of items ?
- (a) A'la'carte. (b) Table d'hotel.
(c) Counter service. (d) None of these.
27. Example of a floating hotel is :
- (a) Resort. (b) Motels.
(c) Houseboat. (d) None of these.
28. A shuttle service to the airport is a typical feature of which type of hotel :
- (a) Resort. (b) Airport Hotel.
(c) Casino Hotel. (d) None of these.

Turn over

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29. The person who cleans the kitchen is :
- (a) Utility worker.
 - (b) Dish washer.
 - (c) Pot washer.
 - (d) Kitchen steward.
30. Name a country where we can see a capsule hotel :
- (a) China.
 - (b) Japan.
 - (c) Malaysia.
 - (d) None of these.
31. Earliest lodging places are called :
- (a) Inns.
 - (b) Restaurants.
 - (c) Motels.
 - (d) None of these.
32. Which is the only public tourism undertaking in India ?
- (a) TAAI.
 - (b) IATA.
 - (c) ITDC.
 - (d) PATA.
33. Universal federation of travel agents association :
- (a) FITA.
 - (b) UFTAA.
 - (c) UFTA.
 - (d) FITU.
34. UFTAA was founded in ———.
- (a) Rome.
 - (b) Japan.
 - (c) London.
 - (d) None of these.
35. TAAI was formed in ——— year.
- (a) 1950.
 - (b) 1951.
 - (c) 1940.
 - (d) 1941.
36. Which one of the following is a function of a travel agent ?
- (a) It acts as a ground operator.
 - (b) It retails the package tour.
 - (c) It deals with foreign exchange.
 - (d) It is accountable to the cancellation of tour.

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37. The recognition as an approved travel agency in India is granted initially for 5 years by :
- (a) Ministry of Railways.
 - (b) Ministry of Tourism.
 - (c) Ministry of Civil Aviation.
 - (d) Ministry of Culture.
38. A guest who comes to hotel without prior Reservation for a guest room is called as :
- (a) Company guest. (b) In house guest.
 - (c) Walk in. (d) Walking.
39. Which of the following is a way in which Marketing affects menu planning in a restaurant ?
- (a) Demographics (gender, income, age, family status, ethnicity) of the guests.
 - (b) Purpose of the guest's visit (guest's wants and needs).
 - (c) None are correct.
 - (d) Both (a) and (b) are correct
40. A Front Office Manager of a full-service hotel is responsible for which departments ?
- Choose from the lists below :
- (a) Reservations, front desk, communications, night audit.
 - (b) Reservations, front desk, transportation, uniformed services.
 - (c) Reservations, front desk, communications, uniformed services.
 - (d) Reservations, communications, uniformed services, concierge services.
41. Upon guest check-in at a hotel, the front desk agent has a system and procedures in place to perform several tasks. Which task does NOT belong at check-in ?
- (a) Confirm the rate to be paid by the guest prior to issuance of room keys.
 - (b) Secure an acceptable form of payment from the guest.
 - (c) Assure the status of the room assigned to the guest is "clean and vacant".
 - (d) Processing guest's payment for the requested room.

Turn over

42. Which of the following is an example of Rotels ?
- (a) Deccan Odessey. (b) Shikaras.
(c) Taj hotel. (d) Obroei hotel.
43. In which hotel a guest is graciously welcomed, offered room that have their own history, serve traditional cuisine and are entertained by folk artist :
- (a) Eco hotels. (b) Boutique hotel.
(c) Heritage hotel. (d) None of these.
44. A legacy of the British Raj, these were built as rest houses for colonial official across the country as well as in remote areas and scenic locales :
- (a) Dark bungalow. (b) Sarai.
(c) Lodges. (d) Yatri nivas.
45. The first hotel in India was established in which place :
- (a) Mumbai. (b) Bangalore.
(c) Delhi. (d) Tamil Nadu.
46. The chef De party responsible for vegetable preparation is :
- (a) Potagus. (b) Entremelier.
(c) Charcutier. (d) Poussonier.
47. First type of hotel in the United States :
- (a) Casino hotel. (b) Commercial hotel.
(c) Residential hotel. (d) None of these.
48. IHCL means :
- (a) The Indian Hotels Company Limited.
(b) International Hotel Corporation Limited.
(c) Indian Hotel Corporation Limited.
(d) International Hotel Corporation Limited.

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49. EIH belongs to which hotel group :
- (a) The Oberoi Group. (b) The Taj Group.
(c) Asian Hotels. (d) Leela Group.
50. A public limited company wholly owned by Air India Limited ?
- (a) HCL. (b) TAAI.
(c) ITDC. (d) None of these.
51. A luxurious room situated at the top floor of a hotel :
- (a) Lonai. (b) Suite.
(c) Cabana. (d) Pent house.
52. Rooms at different levels or floors and both being connected by stairs is known as :
- (a) Lonai. (b) Suite.
(c) Cabana. (d) Duplex.
53. Which of the following software is used in hotels ?
- (a) Opera. (b) Amadeus.
(c) Shawman. (d) AU of the above.
54. Who is generally in charge in a hotel kitchen ?
- (a) Garde manager. (b) Chef tournant.
(c) Executive chef. (d) Sous chef.
55. Which of the following is not a front office module of the typical property management system ?
- (a) Room management.
(b) Food and beverage management.
(c) Reservation management.
(d) Guest accounting management.
56. Total room sales divided by the number of rooms sold represents :
- (a) Rack rate. (b) Room occupancy percentage.
(c) Daily report. (d) Average daily rate.
- Turn over**

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57. The headquarters of CLEARTRIP is in :
- (a) Mumbai.
 - (b) Delhi.
 - (c) Bangalore.
 - (d) Goa.
58. Home — away — from — home concept represented _____.
- (a) Farm houses.
 - (b) Extended stay facilities.
 - (c) Guest house.
 - (d) None of these.
59. HACCP certificate in hotels stands for :
- (a) Hazard Analysis and Critical Control Point.
 - (b) Hazard Analysis and Crucial Control Point.
 - (c) Health Analysis and Critical Control Point.
 - (d) Health Analysis and Crucial Control Point.
60. Which of the following types of front office software enables a hotel to generate room reports, revenue reports, and forecasting reports ?
- (a) General management software.
 - (b) Guest accounting software.
 - (c) Rooms management software.
 - (d) Reservations management software.
61. _____ is the cultural Capital of India :
- (a) Mumbai.
 - (b) Delhi.
 - (c) Nagpur.
 - (d) Bangalore.
62. Shilp-Gram mela is organised in _____.
- (a) Ajmer.
 - (b) Agra.
 - (c) Delhi.
 - (d) Rajasthan.

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63. _____ has successfully tapped the Asian tourism market in terms with competition.
- (a) Bangladesh. (b) Malaysia.
(c) Singapore. (d) India.
64. _____ is a unique tourism product organised in the State of Maharashtra.
- (a) Kumbh mela. (b) Shilp Gram Mela.
(c) Pushkar Mela. (d) Odissa handicraft Festival.
65. A guest staying in a hotel can approach which section of the front office to book a flight ticket ?
- (a) Accounts. (b) F and B.
(c) Engineering. (d) Travel desk.
66. FRRG stands for :
- (a) Foreign Regional Registration Office.
(b) Foreigners Residing Registration Officer.
(c) Foreign Exchange Region Registration Office.
(d) None of the above.
67. Which fire extinguisher is used for Class C Fire ?
- (a) Water.
(b) CO₂ Fire Extinguisher.
(c) Ca Cl₂ Fire Extinguisher.
(d) Foam Type Fire Extinguisher.
68. A density chart is used in hotels for :
- (a) Controlling hotels staff.
(b) Referring the availability of hotel rooms of particular type.
(c) Verifying the usage of hotel linen.
(d) Controlling he hotel facilities.

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69. Room situated near the swimming pool with facilities for changing is called as :

- (a) Queen room.
- (b) Double-double room.
- (c) Patio.
- (d) Cabana.

70. Double occupancy means :

- (a) Two people sharing one room.
- (b) A room which is booked twice.
- (c) Two guests asked to share one room.
- (d) Over booking.

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FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

B.H.A.

BHM 05 B09—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

I. Explain the following in one or two lines :

- 1 Define manpower planning.
- 2 What is Job specification ?
- 3 What do you mean by employee motivation ?
- 4 Define Demand forecasting.
- 5 What is Induction ?

(5 × 1 = 5 marks)

II. Fill in the blanks :

- 6 The characteristics of human resources are _____ in nature.
- 7 _____ is a written record of the duties, responsibilities and conditions of the job.
- 8 _____ is the process of preparing advertisements on the basis of information collected from job analysis.
- 9 _____ is the process by which the organization identifies the number of jobs vacant.
- 10 _____ is the process which is continuous and stops only when the organisation ceases to exist.

(5 × 1 = 5 marks)

Turn over

Part B

III. Explain any *ten* in detail from the following questions :

- 11 Write down the concept of HRM.
- 12 What is meant by systems approach of HRM ?
- 13 Write down the scope of HRM.
- 14 Write down the concept of organizing in HRM.
- 15 What do you mean by Procurement ?
- 16 Write down the advantages of Human Resource Planning.
- 17 Write down the advantages of scientific test in an organization.
- 18 Bring out the importance of personal interview in HRM.
- 19 Point out the major obstacles of human resource planning.
- 20 Bring out the various selection procedures followed in an organization.
- 21 What are the various methods of external sources of recruitment ?

(10 × 2 = 20 marks)

Part C

IV. Answer any *four* from the following questions :

- 22 Explain the components of human resource planning.
- 23 Explain the types of information to be collected by job analysis ?
- 24 What are the various process involved in Planning ? Explain.
- 25 Point out the steps involved in the staffing function.
- 26 List out the various steps in employee branding ? Explain.
- 27 Explain the difference between external recruitment and internal recruitment.

(4 × 5 = 20 marks)

Part D

V. Explain any *two* in detail from the following questions :

- 28 Discuss the process of Human Resource Planning.
- 29 'HRM seeks to achieve personal and social goals.' Outline the major functions of HRM.
- 30 Discuss the factors effecting recruitment and selection process.

(2 × 15 = 30 marks)