



QP CODE: 26019443



Reg No :

Name :

MTTM DEGREE (CSS) EXAMINATION, MARCH 2026

Fourth Semester

MTTM

Core Courses - TR020401 - HUMAN RESOURCE MANAGEMENT FOR TOURISM

2019 Admission Onwards

78131352

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What is the concept of HRM?
2. Give the importance of HRM to the organisation.
3. List out the features of HRP.
4. What is the purpose of recruitment?
5. What are the constraints of recruitment?
6. Give the meaning and definition of training.
7. Define vestibule training.
8. What is straight ranking method?
9. What is open door policy?
10. What are lockouts?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. What are the objectives of human resource audit?
12. Differentiate between HR planning and manpower planning.





13. Why cannot an enterprise easily recruit the number and kinds of personnel it wants?
14. Examine the purpose of induction or orientation training.
15. Discuss the significance of performance appraisal in any business organisation.
16. What is job design? Examine its objectives.
17. Explain the features of collective bargaining.
18. Explain the objectives of TQM.

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Explain the factors contributing to customer satisfaction and Why it is important in hospitality sector?
20. Explain the relationship between selection, recruitment and job analysis.
21. Discuss in detail the special skills for achieving success in hotel industry.
22. Explain the various kinds of facilities which are usually provided by the employers for the welfare of the employees.

(2×5=10 weightage)

