



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)
Re-accredited with 'A+' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – January 2021
V Semester

Class : III UG
Major : Food Service Management and Dietetics

Time : 3 Hours
Max. Marks: 100

18BFDC17 Human Resource Management

Part A
Choose the Correct Answer

10 x 1 = 10

1. A food service establishment before making a profit should invest on
 - a. labour
 - b. utensils
 - c. building
 - d. area
2. Which one of the following is required to utilise time
 - a. set a clear cut goals and not following it
 - b. reaching late to work
 - c. schedule work among employees
 - d. interruption through telephone calls
3. The evidence of the fact that a factor acts as motivator as long as it satisfies the need of the employee was explained by
 - a. Michael
 - b. Maslow
 - c. Menton
 - d. Mark
4. The period of induction may last for ---- days depending on the institution
 - a. 1-2 days
 - b. 1-3 days
 - c. 1-5 days
 - d. 1-7 days
5. Circle the non pecuniary incentive
 - a. Bonus
 - b. Arrears
 - c. cash prizes
 - d. Recognition
6. The transfers that are made to rectify the situation caused by faulty selection and placement procedures are
 - a. Production transfers
 - b. Remedial transfers
 - c. Versatility transfers
 - d. Promotions
7. A person who oversees the performance of the subordinated is called
 - a. Leader
 - b. supervisor
 - c. Communicator
 - d. Manager
8. Communication used for giving orders and instructions is called as
 - a. Downward
 - b. Upward
 - c. Horizontal
 - d. Grapevine
9. Employees PF and miscellaneous provisions act was set up during
 - a. 1942
 - b. 1952
 - c. 1962
 - d. 1972
10. According to factories act , a worker cannot be employed for more than ---- hours in a week
 - a. 9
 - b. 12
 - c. 24
 - d. 48

Part B
Answer ALL questions
Each answer should not exceed 400 words or two pages

5 x 6 = 30

- 11.a. Enumerate on role and functions of personnel management.
(or)
- 11.b. Write on ethical standards to be met in a specific work area of a food service industry.
- 12.a. How will you identify the training need of the clerical employees in a hotel and the steps to be adopted?
(or)
- 12.b. Write on The process and importance of motivation.
- 13.a. Write a technique of grievance handling as a middle level of management.
(or)
- 13.b. Bring down the merits and demerits of performance appraisal.
- 14.a. Give the five types of business leadership.
(or)
- 14.b. Enumerate the purpose of communication explaining the type of networks.
- 15.a. Discuss with merit and demerits the time wage method of fixing wages.
(or)
- 15.b. Write a note on Factories Act 1948.

Part C
Answer ALL questions
Each answer should not exceed 800 words or four pages

5 x 12 = 60

- 16.a. Give a detailed list of operative functions of a personnel manager.
(or)
- 16.b. Enumerate on the steps involved in effective planning of human resources.
- 17.a. Elaborate on the different types of training with the merits and demerits.
(or)
- 17.b. Explain Herzberg's Motivation Hygiene Model and compare it with Maslows theory of motivation.
- 18.a. Discuss the important techniques of performance appraisal.
(or)
- 18.b. Differentiate Promotion and transfer . Discuss various types of transfers and the requirements of a good transfer policy.
- 19.a. What are the important types of barriers to communication? Describe two instances of communication breakdown in a hotel industry and how each might have been avoided .
(or)
- 19.b. Discuss the various styles of leadership.
- 20.a. Explain four principal elements of Indian Wage Packet.
(or)
- 20.b. Discuss the welfare measures at work place.
