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BFO-009

**B. A. IN FACILITY AND SERVICES
MANAGEMENT (BAFSM)**

Term-End Examination

December, 2025

**BFO-009 : HUMAN RESOURCE
MANAGEMENT**

Time : 3 Hours

Maximum Marks : 100

Note : Answer any **five** questions in about
600 words each. All questions carry equal
marks.

1. Define Human Resource Management.
Briefly describe the objectives of Human
Resource Management. 20
2. What do you mean by term 'Human
Resource Planning' ? Briefly explain the
need of Human Resource Planning in
Hospitality Industry. 20

3. Define Job Evaluation. What are various non-analytical methods of Job Evaluation ? Briefly explain any *one* non-analytical method with its advantages and disadvantages. 20
4. Define Job Description. Describe guidelines for writing a job description. 20
5. What are various internal sources of recruitment ? Describe the merits and demerits of internal sources of recruitment. 20
6. What is counselling ? Briefly describe the various skills and techniques essential for being an effective counsellor. 20
7. What do you understand by Transfer ? State the need of a transfer policy. 20
8. What do you understand by grievance ? Briefly describe grievance handling procedure. 20

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9. Distinguish between the following : $2 \times 10 = 20$

- (i) Retrenchment and Lay-off
- (ii) Career Planning and Manpower Planting

10. Write short notes on any *two* of the following : $2 \times 10 = 20$

- (a) Position of Women in Tourism Industry
- (b) Sexual Harassment
- (c) Human Resource Information System

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