

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

Term-End Examination

June, 2025

BFO-009 : HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. What is HRM ? Discuss the different roles of
HR Manager in an organisation. 20
2. What role does technology play in human
resource planning in the hospitality industry ?
Explain with the help of examples. 20
3. In what ways can Human Resource
Development programmes be tailored to

meet the diverse learning needs and preferences of employees in a rapidly evolving workplace environment ? 20

4. Define the following : 4×5=20

(a) Fringe Benefits

(b) Grievance

(c) Placement

(d) Reward policies

5. What do you understand by Personnel Management ? Discuss the objectives of Personnel Management. 20

6. What are the potential challenges and limitations associated with job evaluation processes ? How can organizations lessen these challenges to ensure the effectiveness and reliability of their job evaluation systems ? 20

7. What is meant by Job Description ? Discuss the guidelines to be followed while writing a job description. 20

8. What is the purpose of conducting Human Resource Audit in an organization ? What are the main areas typically assessed during the audit process ? 20
9. What do you mean by Counselling ? Discuss the skills of a counsellor. 20
10. What is Promotion Policy ? Why is it necessary in an organization ? Explain with the help of examples. 20

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