

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : May 2001 Final Examination
TUTOR(S) : Ms. Antonia Jean
PROGRAMME CODE : 319/325
PROGRAMME TITLE : Hospitality Studies
COURSE TITLE : Human Resource Management
COURSE CODE : HMR 321
CLASS(ES) : Year 11
DATE : May 17, 2001
COMMENCEMENT TIME : 9.00 AM
DURATION : 2 1/2 HRS.
ROOM : DHS W.1
INVIGILATORS : A.Jean/ J. Ferdinand

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INSTRUCTIONS

This paper contains only one section. You are required to do ten (10) questions. Each question is worth ten (10) marks.

RESERVE
24 AUG 2008

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1. The “World of Work” in the field of tourism and hospitality exhibits specific characteristics. Identify and explain two of these characteristics.
2. There are legal requirements that guide the structure or format of job vacancy advertisements. Explain.
3. Human Resources planning involves two critical factors - the demand and supply for staff:
 - a) Explain these factors
 - b) How can an establishment determine its demand for staff.
4. Identify and explain three (3) steps in the recruitment process.
5. Laws of employment aim at protecting both the employer and the employee. State four ways by which the labour legislation of St.Lucia protects the employee.
6.
 - a) Give reasons why an employer would need train staff.
 - b) Specify to types of training methods which can be used in the hospitality industry.
7. Define the following terms :
 - a) Job Specification;
 - b) Job Enlargement;
 - c) Job Enrichment.
8. Choose one of the following Behavioural Theorists and describe his contribution to the development of manpower policies:
 - a) Douglas Mc.Gregor
 - b) Abraham Maslow
 - c) Frederick Herzberg
 - d) Elton Mayo
9. The style of management is important to the success of any organisation. Explain.
10. What are Quality Circles and how do they relate to Job Design?
11. In the selection process for staff, what interviewing procedure would you recommend for :
 - a) a steward’s position
 - b) a Front Office ManagerGive reasons for your answer.
12.
 - a) What is a performance appraisal?
 - b) List three main steps necessary for conducting a performance appraisal.
13. How would you differentiate between the terms **Personnel Management** and **Human Resources Management**?
14. What function do labour markets serve? As a Human Resource Manager, how would you relate to labour markets in your community?

END OF EXAM