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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

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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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