

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2025
(Third Semester)

Branch – HOSPITALITY MANAGEMENT

PRINCIPLES OF MANAGEMENT & HUMAN RESOURCE

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

1. ----- means a continuous process of giving feedback to subordinates about their performance in the organization
a) Informal appraisal b) Appraisal
c) Formal appraisal d) Performance appraisal
2. The next logical function after completing planning and organizing is -----
a) Co-ordination b) Direction
c) Controlling d) Leadership
3. ----- deals with downward reassignment to an employee in the hotel organization
a) Demotion b) Retrenchment
c) Retention d) Transfer
4. ----- is the process of providing adequate, equitable and fair remuneration to the employees
a) Incentive b) Wage
c) Compensation d) Fringe benefits
5. ----- is the process of determining relative worth of jobs
a) Job evaluation b) Job enrichment
c) Job specification d) Job description
6. ----- means an activity which refers to the discovery and development of workers and employees in the enterprise
a) Selection b) Recruitment
c) Induction d) Development
7. Examples of internal source of recruitment is -----
a) Personal consultants b) Unsolicited applicants
c) Advertising d) Former employees
8. ----- are the test which measures the capacity and potentiality for learning the skills
a) Intelligence b) Personality
c) Aptitude d) Job test
9. Which of the following is a selection process for recruitment?
a) Details of vacancy b) mode of applying
c) medical examination d) Advertisement
10. Promotion is based upon -----
a) Merit b) Performance
c) Education d) Status

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

11. a) Describe any five sources of recruitment.
(OR)
- b) What is "positive discipline"? What impact it has on an employee?
12. a) How will you design a training programme?
(OR)
- b) Describe the term "T-group" training
13. a) What is Lead time? How it assist in selection process
(OR)
- b) What impact job satisfaction has on productivity of an employee?
14. a) Differentiate orientation & Induction.
(OR)
- b) What is a stand-up interview or sizing-up?
15. a) Provide meaning for intellectual property.
- b) Write short note on incentive schemes.

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

16. Why compensation & benefits is essential for staffs?
17. State the objectives of training.
18. Discuss about the principles involved in wage & salary administration.
19. Enumerate the methods of settling industrial disputes
20. Suggest some carrier development initiatives followed in Hotel Industry.

Z-Z-Z

END