



ICM

JUNE 2016

THE HUMAN RESOURCE IN HOSPITALITY

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1. Describe the different approaches to job design. [20]
 - 2.
 - a) Give reasons for job appraisal. [8]
 - b) Outline the main aspects to be covered in the appraisal. [12]
 - 3. Discuss FOUR different approaches to job evaluation, giving both the advantages and disadvantages of EACH. [20]
 - 4. There are various stages in the formal disciplinary procedure.
 - a) Explain this procedure and give reasons for the action taken by the employer at EACH stage. [10]
 - b) Give TEN reasons why an employee may leave their place of work. [10]
 - 5. Outline the duties and responsibilities of the Human Resource Department. [20]
 - 6.
 - a) Compare and contrast groups and organisations. [12]
 - b) Identify the key factors that make a successful manager or leader. [8]
 - 7. Define what you understand about business ethics. Give examples in your answer. [20]
 - 8.
 - a) Discuss THREE different styles of management. [10]
 - b) Describe some of the behavioural issues that Human Resources may experience in the hospitality industry. [10]