



Victoria University
of Bangladesh

Semester Final Examination (HM- 530)
Human Resource Management in the Hospitality Industry
Summer Semester- 2022

Submitted by: Sifatul islam

Student of BTHM at (54th batch)

Student id: 1521540011

(Answer to the question No 1)

Ans. The employee selection process usually entails notification or advertising, reviewing, screening, interviewing, testing then selecting the best available candidate. The employee selection process usually starts with a manager or boss commissioning human resources to fill a new or vacant position. The employee selection is the process refers to the recruitment, screening, interviewing, testing and selecting the best available candidate which means selecting the right person for the right job. Globally the employee selection processes varies from the company to company because every company have different selection criteria for the different jobs. The selection of employees is one of the most difficult tasks and it shows the increasing trends in hospitality & tourism organizations to have the human resource department with managers who plan and develop effective selection system which suited to their organization process. Whereas the hospitality and tourism industry is a broad category of fields within the service industry that includes hotels, restaurants, lodging, event planning, theme parks, transportation cruise line and additional fields within the tourism industry and this industry is playing an important role in the development and growth of infrastructure, which is increasing the number of hotels, restaurants, and respective size organizational complexities. The humans are the main source in hospitality and tourism industry to entertain and to meet the customer's expectations which is why hospitality and tourism related organizations need large number of employees and for that human resource department plays significant role for the selection of right person for the right. Develop productivity and effective work from employees. Increase employee success in hospitality and tourism industry.

Justifications and likely benefits:^{[[SEP]]} The human resource management must be guided by effective and efficient employee selection process with a focus to employee success. The focus should be on a systematic recruitment and selection process which will provide a long term benefits to the organization or any firm from the employees and automatically employees will give effective productivity and effective performance to their organization and firm which will result in organization and employees success. candidates. Once the potential applicants are identified, the next step is to evaluate their qualifications, qualities, experience, capabilities, etc. & make the selection.

(Ans to the question No 2)

(a)Ans. Encourages employee confidence and helps the new employee adapt faster to the job; Contributes to a more effective, productive workforce; Improves employee retention; and. Promotes communication between the supervisor and the new employee. The human resource (HR) department in a hospitality organization is responsible for many tasks, such as compiling payroll, updating salary and benefits information, ensuring compliance

with all HR legislation, and also organizing job orientation for new hires. The last responsibility on the list, conducting orientation, often times is neglected in many food services and lodging organizations, which can cause significant problems in the longer run. This important step of introducing new employees to the hospitality business relates directly to the future success of individuals as well as the success of the hospitality organization.

Orientation is someone knowing where they are, the direction someone is facing or the way someone tends to go. An example of orientation is a person attending a training session for new employees. An example of orientation is a person facing west. The purpose of new employee orientation is to welcome new employees to the organization, communicate important policy and culture information, and introduce employees to their new place of work.

(b) Ans. An assessment center is a combination of tasks and activities that test your suitability for the job. You'll have the chance to demonstrate a wider range of skills than you would have been able to during a traditional face-to-face interview. An Assessment Center can be defined as "a variety of testing techniques designed to allow candidates to demonstrate, under standardized conditions, the skills and abilities that are most essential for success in a given job" (Coleman, 1987). The term "assessment center" is really a catch-all term that can consist of some or all of a variety of exercises. Assessment centers usually have some sort of in-basket exercise which contains contents similar to those which are found in the in-basket for the job which is being tested. Other possibilities include oral exercises, counseling simulations, problem analysis exercises, interview simulations, role play exercises, written report/analysis exercises, and leaderless group exercises (Coleman, 1987; Filer, 1979; Joiner, 1984). Assessment centers allow candidates to demonstrate more of their skills through a number of job relevant situations (Joiner, 1984).

(Answers to the Questions No 3)

(a)Ans. Performance appraisal is a process for evaluating and documenting how well an employee is carrying out his or her job. It is part of a company's performance management system. Performance appraisals are based on the employee's progress against goals set once a year with his or her manager. Usually, employees and managers will have check-ins throughout the year; at the end of the year the manager assigns an overall rating. The appraisal process gives employees feedback on their work, helps managers make decisions about pay increases and bonuses, and identifies areas that need improvement. Ongoing poor performance can lead to reprimands or termination. Because performance appraisals affect an individual's employment path, they can be stressful for employees. Performance appraisals are periodic assessments of an employee's job performance. Businesses often use performance appraisals to provide employees with feedback on their work and to justify

decisions like salary increases, bonuses and, in some cases, terminations. Although performance appraisals can be performed at any point in time, many companies conduct assessments on a quarterly, semi-annual or annual basis. Performance appraisal has three basic functions: (1) to provide adequate feedback to each person on his or her performance; (2) to serve as a basis for modifying or changing behavior toward more effective working habits; and (3) to provide data to managers with which they may judge future job assignments and compensation. The performance appraisal concept is central to effective management. Much hard and imaginative work has gone into developing and refining it. In fact, there is a great deal of evidence to indicate how useful and effective performance appraisal is. Yet present systems of performance appraisal do not serve any of these functions well.

(b) Ans. On-the-job is a practical approach to acquiring new competencies and skills needed for a job in a real, or close to real, working environment and Off-the-job training courses allow employees to undertake training away from their place of work, through day release, online or distance learning, as well as block release courses.

Examples of on-the-job training:

There are some industries that rely on on-the-job training, typically apprenticeships, to round out their employee knowledge and expertise. You might have had one occupation in the back of your mind through this whole article that does this. These careers simply couldn't function as well as they do if they didn't have strong employee training programs in places.

Plumber:

This is one profession that is well-known for its apprentice program, which is a big part of the road to becoming a plumber. The pay is great, and the training is extensive, which makes this the perfect career for some.

HVAC technician:

If being an HVAC Technician is your career goal, you're going to be thankful that there are extensive on-the-job training procedures. Expect to follow seasoned technicians around, watch and practice operating tools and equipment, learn how to manage customers in person and usually on the phone, too. Review safety standards, protocols, and procedures. And master the ins and outs of the equipment you use and that which is installed in people's homes and businesses.

Examples off-the-job training :

Off-the-job training takes many forms, often dependent on your industry or job. Knowing what each method entails can help you better understand what to expect. Here are some examples off-the-job training :

Classroom lectures:

Also known as the lecture method, classroom lectures often train white-collar or management-level employees. This type of off-the-job training takes place in a classroom-like environment and involves a trainer providing instruction in a lecture format. Trainees learn crucial skills needed for their jobs, get to know their job responsibilities and have the opportunity to get their questions answered by experts. In addition, classroom lectures may teach trainees the administrative or management aspects of their job, make them aware of certain procedures or provide them with instruction on a certain subject matter.

Audio-visual:

Trainees who receive off-the-job training through an audio-visual method learn the material through the use of various media such as films, television, video and presentations. Education institutions often use this method to help students remember the learning material more easily. In the corporate world, customer care center employers often administer this type of training to their employees to teach them how to interact and behave with customers.

Simulation:

With the simulation method of off-the-job training, trainees get trained through equipment or a machine that resembles what they'd use in the field or on the job. The simulation method helps them prepare for handling the equipment and machines in real life. Typically, this training method is reserved for employees who handle expensive machinery or equipment. For example, an airplane pilot may undergo simulation training to help them get ready for flying an airplane. Since airplanes are expensive, an employer may not allow trainees to train using a real airplane in order to avoid costly damage or to avoid putting the trainee's life in danger. Instead, they'll use a simulator to keep costs low and keep the trainee safe.

(Answer to the question No 4)

(a)Ans. Fringe benefits are the additional benefits offered to an employee, above the stated salary for the performance of a specific service. Some fringe benefits such as social security and health insurance are required by law, while others are voluntarily provided by the employer.

Examples of optional fringe benefits include free breakfast and lunch, gym membership, employee stock options, transportation benefits, retirement planning services, childcare, education assistance, etc. The various fringe benefits that are provided to employees vary from one company to another, since the employer can choose the benefits that will be provided to employees during a certain period. Employees are given the chance to select the fringe benefits that they are interested in during recruitment.

Whether they are interested in a company car, taking an employer-paid gym membership or education financial assistance, the employee is at liberty to take the options that provide maximum comfort at their current position in the company. With retail employers,

employees may also be provided with employee discounts, gifts, and no-additional-cost services. Although the goal of providing fringe benefits to employees is to ensure their comfort at the workplace, it also helps the company stand out for potential employees. In highly competitive markets, employers may find it challenging to retain top employees on salary alone. Fringe benefits serve as additional compensation. Providing unique fringe benefits to employees helps the company stand out from its competitors. It provides a greater opportunity to attract high value and talented employees from schools or from competing companies. As with many things in life, it's the provisioning of the little things that make all the difference. On the employee side, having fun perks can make work more enjoyable and feel like less of a burden. When employees are happy, healthy, and engaged, they're shown time and again to be more productive and do great work. Simply put, employee happiness matters, and offering unique fringe benefits is one way to tap into that. On the employer side, something as simple as offering a small gym membership stipend or buying lunch for your employees once a week can go a long way—and save you in the long run from having to offer expensive perks like bonuses.

As the SHRM article from earlier pointed out, fringe benefits are important because they can go a long way in inspiring employee happiness and satisfaction which are two principal factors that make the difference between retaining a strong employee and losing them to your neighbor who's doing more in the fringe benefit arena. If you're not offering top-notch salaries and traditional benefits, offering enticing fringe benefits can give you a competitive advantage when it comes to striking the interest of potential new hires.

Here are some examples of various types of fringe benefits. you might encounter with your current or future employer:

- Employee stock options
- Free or discounted meals
- Free gym membership
- Transportation assistance
- Tuition reduction or assistance
- Life, dental or vision insurance
- Childcare reimbursement
- Company-owned vehicle
- Unlimited paid time off (PTO)
- Discounted amusement park tickets
- Retirement plan contributions
- Company cell phone
- Moving expenses
- Free or discounted lodging

- Paid sick days

(b)Ans. Employee turnover refers to how many employees leave an organization within a timeframe. Some key factors influencing employees to quit their jobs are job satisfaction, communication, colleague relation, organizational commitment, justice, politics, reputation, etc. Employee turnover refers to the number of employees that quit their jobs or leave an organization within a specific time. It's usually calculated in percentage and called 'employee turnover rate.' 'Turnover intention' refers to an employee's willingness or intention to voluntarily quit their job or leave a company. While employee turnover refers to the total number of employees leaving an organization, turnover intention tells us how many employees intended to leave. A few factors can influence employees to quit their work willingly. When an employee quits, it may be because of one or more factors.