

VICTORIA UNIVERSITY OF BANGLADESH

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Semester Final Examination

**Subject: Human Resource Management in the
Hospitality Industry**

(HM - 530)

Program – BTHM

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ANS.TO.THE.Q.NO.01

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 selection process can be defined as the process of selection and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organisation. The selection process varies from industry to industry, company to company and even amongst departments of the same company.

ANS.TO.THE.Q.NO.02 (A)

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.

ANS.TO.THE.Q.NO.02 (B)

An assessment center is a method that many organizations use to identify management potential and determine candidate's suitability for higher functional positions. It is often used in manager development process as a tool to evaluate candidates' personality traits and abilities.

ANS.TO.THE.Q.NO.03 (A)

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.

Following are some of the benefits of performance appraisal.

- Employee satisfaction and motivation. ...
- Finding out the need for training and development. ...
- Analyzing appraisal data for better recruitment. ...
- Improving communication between management and employee.

ANS.TO.THE.Q.NO.03 (B)

On-the-job training (widely known as OJT) is an important topic of human resource management. It helps develop the career of the individual and the prosperous growth of the organization.

On the job training is a form of training provided at the workpl

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.

ANS.TO.THE.Q.NO.04 (A)

Fringe benefits help companies recruit, motivate, and keep high-quality employees. Companies competing for the most in-demand skills tend to offer the most lavish benefits. Some of the most common fringe benefits like health and life insurance are not taxable but others are taxed at fair market value.

ANS.TO.THE.Q.NO.04 (B)

There are six factors affecting employees' turnover intention being selected from previous research, which are colleague relations, organizational commitment, organizational justice, organizational reputation, communication, and organizational politics.