

Victoria University of
Bangladesh

Final Exam

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Programme - BTMM

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Sub: Human Resource management in the
Hospitality

code :- 530

Ans: to the que: no - :- (1)

Elaborately explain the employee selection process in the hospitality industry with example below here.

Companies have the never-ending task of interviewing, selecting and hiring employees. However, despite the repetitiveness and skill of a company's human resource department.

Selecting the right individual for a job is extremely challenging. Making too the wrong choice can also be costly. The employee selection process usually entails notification or advertising, reviewing, screening, interviewing, testing, then selecting the best available candidate.

Some selecting option below here :-

Notification :- The employee selecting process

usually starts with a manager or boss commissioning human resource to fill a new or vacant position.

Reviewing :- Reviewing resumes and match each candidate's background to the job requirements. Companies sometimes receive hundreds of resumes for an ad.

Screening :- The employment selection process may actually include a screening interview, especially if a job candidate lives out town.

Interviewing :- one of the most important facets of the employee selection process is the face to face interview.

Ans: to the que; no - (2) - (a)

The important of orientation programme with proper example .

orientation is well worth the time . with the focus on integrating into the organization, orientation allows a new employee to feel comfortable in the environment and with the new job . An orientation program start with the basics . orientation should introduce employee to the company and to their jobs , people become more productive sooner if they are firmly grounded in the basic knowledge the need to understand their job .

provide employee with an introduction and education to your organization . This sets the stage for your employee to understand and integrate the core values mission philosophy and goals of your organization .

example here :-

create comfort and rapport: provide an environment that encourage acceptance and belonging in your organization, spread out and vary meeting and any training.

create a team spirit :- Encourage camaraderie among employees as this enhances communication and openness across departments.

show the big picture :- Detail your organization past accomplishments.

Explain job responsibilities and rewards. clarify expectation from the beginning.
• ensure your new employees are well versed in their job responsibilities and understand the level of authority.

Ans: to the que: no - 2-3

An assessment center is a method that many organizations use to identify management potential and determine candidates suitability for higher function position. It is often used in manager development process as a tool to evaluate candidates personality traits and ability.

An Assessment centre provides a clear picture of whether certain individuals have the skills and knowledge to perform a certain job as well as providing insight into what a candidates strengths and development areas are.

Ans: to the que: no-3-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 the manager.

Reasons for performance appraisal.

Companies use performance appraisals to determine which have contributed the most to the company's growth. Review progress and reward high achieving workers. Although there are many different kinds of performance review the most common is a top-down review in which a manager reviews their direct reports.

Ans: to the que: no - (b)

off the job and on the job Discrib with example.

location :-

off the job training occurs at another place other the job location. In contrast on the job training takes place in the work building on job side.

Distraction: off the job training provides a distraction and stress free environment for employee to learn.

while on the job training is providing at the workplace itself, the trainees produce things while the learning.

m-off - the job-training the trainees are away from the work environment, they eliminate stress frustration and burn the off day to - day job.

example :-

1. comparison chart
2. definition
3. key difference
4. conclusion.

Ans. to the que: 4 - ①

Benefits of Fringe.

Fringe benefits are additions to compensation that companies give their employees. Some fringe benefits are given universally to all employees of a company while others may be offered only to those at executive level. Some benefits are awarded to compensate employees for cost related to their work while others are geared to general job satisfaction.

In any case, employers use fringe benefits to help them recruit, motivate, and keep high quality people.

Common fringe benefits are basic items often included in hiring package. They include health insurance, life insurance, tuition assistance.

Valuing Fringe Benefits :-

Any fringe benefit not named above or any of the benefits name above which does not conform to IRS rules for example exemption is taxable. Those rules are complex too.

Ans: to the que: no - 4-D

The factors that influencing labour turnover describe.

Employee turnover refers to how many employees leave an organization within a time frame. Some key factors influencing employees to quit their jobs are job satisfaction, communication, colleague relation, organizational commitment, justice, policies, reputation, etc.

7 common of employee turnover.

- # Employee are overwhelmed by amount work.
- # Lack of recognition.
- # company culture.
- # poor relationship with managers
- # Lack of flexibility.