

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

Hotel Management and Catering Science/Culinary Arts

BSH/C4C08—HUMAN RESOURCE MANAGEMENT

(2019 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

Section A

*Answer at least **eight** questions.*

Each question carries 2 marks.

All questions can be attended.

Overall Ceiling 16.

1. Define Human Resource Planning.
2. What is Personnel Office ?
3. What do you mean by Job Description ?
4. What is Strategic Interventions ?
5. What is Disciplinary issues ?
6. Define Personnel Office Functions.
7. What do you understand by Recruitment ?
8. What is Placement ?
9. What do you mean by Emerging Trends ?
10. What is Macro HR Planning ?
11. Define concept of Job Evaluation.
12. Define Employee Benefit.

(8 × 2 = 16 marks)

Turn over

Section B

Answer at least four questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 24.

13. What are the features of Manpower Planning ?
14. Write a short note on Hotel Culture.
15. List out the methods of Job Evaluation.
16. Write a short note on Retaining Talents.
17. Define the following :
 - i) Labor Laws ; and
 - ii) Gender Sensitivities.

(4 × 6 = 24 marks)

Section C

Answer any two question.

Each question carries 10 marks.

18. Demand and Supply Forecasting—Elaborate.
19. Discuss a detailed note on Employee Counseling.
20. Elaborate the procedure for Attracting and Retaining Talents by HR Department.
21. Explain a detailed note on Micro and Macro Human Resource Planning.

(2 × 10 = 20 marks)

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

Hotel Management and Catering Science/Culinary Arts

BSH/C4C07—HOTEL LAWS

(2019 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

Section A

Answer at least eight questions.

Each question carries 2 marks.

All questions can be attended.

Overall Ceiling 16.

1. What do you mean by Proposal ?
2. What is the meaning of Voidable Contract ?
3. What is Bailment ?
4. What will be the effect if the consent is caused by coercion ?
5. What do you mean by Discharge of contract ?
6. What is anticipatory Breach of Contract ?
7. Mention two Procedure for meetings of the Central Council under Contract act.
8. What is Restrictive Trade Practice ?
9. State the Exceptions of Consumer protection act.
10. What is Instalment deliveries ?
11. What is Auction sale ?
12. When condition to be treated as warranty ?

(8 × 2 = 16 marks)

Turn over

Section B

Answer at least four questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 24.

13. What is Coercion ?
14. Write notes on Quantum Meruit.
15. What is Offer and Acceptance ?
16. State the elements of Contract of Sale.
17. Describe the consequences of 'destruction of goods under the Sale of Goods Act, 1930, where the goods have been destroyed after the agreement to sell, but before the sale is affected.

(4 × 6 = 24 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

18. What are the Essential elements of a valid contract ?
19. What are the remedies for the breach of contract ?
20. What are the aspects regulated by the Shop and Establishment Act.
21. State the difference between offer and invitation to make an offer.

(2 × 10 = 20 marks)

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
APRIL 2022**

Hotel Management and Catering Science/Culinary Arts

BSH/C4 C08—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A

Answer the following.

Choose the best answer.

Answer all questions.

Each question carries 1 mark.

1. An Official Statement of a Complaint over Something is called _____.
(a) Grievance. (c) Injustice
(b) Treatment. (d) None of the above.
2. _____ refers to the Strategy, a person uses to determine carrier, goals and the path to achieve those goals.
(a) Deliberate Process. (c) Consequences.
(b) Career Planning. (d) None of the above.
3. _____ is a process that is characterized by adding dimensions to existing jobs to make them more motivating.
(a) Job enrichment. (c) Technique.
(b) Challenging. (d) None of the above.
4. _____ is considered as Disciplinary Hearing.
(a) Policy. (c) Unauthorized Absence.
(b) Impact. (d) None of the above.
5. The Process or Activity of running a business, organization etc., is _____.
(a) Administration. (c) Definition.
(b) Government. (d) None of the above.

(5 × 1 = 5 marks)

Turn over

Section B

*Answer the following.
Each question carries 1 mark.*

1. Micro - Level Human Resource Planning means _____.
2. Organisation means _____.
3. Recruitment means _____.
4. Job Analysis means _____.
5. Motivation means _____.

(5 × 1 = 5 marks)

Section C

*Answer any eight questions.
Each question carries 2 marks.*

1. Differentiate between Management Development and Training.
2. What is Job Specification ?
3. Define HRM.
4. Define Planning.
5. Define Motivation.
6. Define Macro Planning.
7. What is HRD systems.
8. Define scope of Job Evaluations.
9. What do you understand by Retaining Talents ?
10. What is meant by Disciplinary Issues ?

(8 × 2 = 16 marks)

Section D

*Answer any six questions.
Each question carries 4 marks.*

1. Give a short note on Employee Counseling.
2. What is Career Planning.

3. Write a short note on HR Audit.
4. What are the functions involved In Personnel Office.
5. Give a short note about HRD Applications.
6. What is meant by Emerging Trends.
7. Give a short note on Appraisal.
8. What is meant by Supply Forecasting.

(6 × 4 = 24 marks)

Section E

*Answer any two questions.
Each question carries 15 marks.*

1. Elaborate the Labour Laws and Regulations Related to Hotel Industry.
2. Explain about the Human Resource Information System and Accounting Practices.
3. Give an elaborate note on Job Evaluations and classify them.

(2 × 15 = 30 marks)

FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2022

Hotel Management and Catering Science/Culinary Arts

BSH/C4C07—HOTEL LAWS

Time : Three Hours

Maximum : 80 Marks

Section A*Answer all questions.**Each question carries 1 mark.*

State whether True or False :

1. A proposal, when accepted becomes a promise.
2. Under Bailment, the person who delivers the goods is called the bailee.
3. A broker is a mercantile agent.
4. A stranger to a contract can sue both under the English and Indian law for want of privity of contract.
5. Auction sale is a mode of selling property by inviting bids publically.
6. Consumer Dispute is a situation when a person denies the allegations filed against him in a complaint.
7. Certain relations resembling those created by contract” are known as quasi contract.
8. An innkeeper has no obligation to reasonably protect guests from injury while at the inn.
9. Mistake must be a “vital operative mistake”.
10. “Every promise and every set of promises, forming the consideration for each other, is an offer.”

(10 × 1 = 10 marks)

Section B*Answer any eight questions.**Each carries 2 marks.*

1. What is Counter Offer ?
2. What is Void Contract ?

3. What is "Condition" ?
4. What is a Shop ?
5. Who is a Consumer ?
6. What is Consumer Protection Act ?
7. Who is a sub-agent ?
8. All Agreements are not Contracts. Why ?
9. What is indemnity ?
10. What is Discharge by tender ?

(8 × 2 = 16 marks)

Section C

Write short note on any six of the following.

Each question carries 4 marks.

1. Explain about the completion and revocation of an offer.
2. What are the duties of a Bailee ?
3. Explain the rights of Innkeeper.
4. Explain the rules as to delivery.
5. Write short note on Mercantile Agents.
6. Explain the remedies for the Breach of Contracts.
7. Explain the types of Misrepresentation.
8. Explain about discharge of surety from liabilities.

(6 × 4 = 24 marks)

Section D

Explain in brief about any two.

Each question carries 15 marks.

1. Explain the types of contracts and the steps to be follow when drawing up contracts.
2. Classify Bailment and explain the duties of a Bailor.
3. Write an essay on Discharge of Contracts.

(2 × 15 = 30 marks)