



THE HUMAN RESOURCE IN HOSPITALITY

Wednesday 8th June 2022

Time allowed

Three hours

Instructions

- Ensure that you pay particular attention to words in **bold**.
- Write the question number next to each answer in your answer booklet.
- You are **not** required to rewrite the question in your answer booklet.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are **not** permitted.
- Non-programmable calculators are permitted.

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. Discuss the contribution of **four** different theorists to management thinking. [20 marks]
2. Explain the differences between labour cost measurement and productivity cost measurement in the hospitality industry. [20 marks]
3. (a) Describe the contents of an effective employee induction programme. [10 marks]
(b) State **four** benefits of providing effective induction to employees. [10 marks]
4. Discuss the ways in which managers are developed within the hospitality industry. Use examples to support your discussion. [20 marks]
5. Discuss the use of appraisals in the performance management of employees. [20 marks]
6. Discuss Hall's (1992) seven tests for ethical business behaviour. Use examples to support your discussion. [20 marks]
7. Describe the ways in which a contract of employment provides the basis of the working relationship between employer and employee. Use examples to support your description. [20 marks]
8. Discuss the issues associated with managing employees in an international context. Use examples to support your discussion. [20 marks]

END OF QUESTIONS