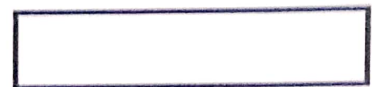




**ELIZADE UNIVERSITY
ILARA-MOKIN, ONDO STATE, NIGERIA**

**FACULTY: SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT: HOTEL MANAGEMENT AND TOURISM
SECOND SEMESTER EXAMINATIONS
2018/2019 ACADEMIC SESSION
COURSE CODE: HTM 412
COURSE TITLE: HUMAN RESOURCES MANAGEMENT IN TOURISM
DURATION: 2 Hours**



HOD'S SIGNATURE

INSTRUCTION; ANSWER NO 6 AND ANY OTHER THREE QUESTIONS

QUESTION ONE

- (a) Human Resource Management is a process, which consists of four main activities in Hospitality Management and Tourism. Discuss
- (b) Define Human Resources Management as its relation with Hospitality Management and Tourism.

QUESTION TWO

- (a) Explain the following nature of Human Resource Management as it applicable in a first class Hotel operators
 - i. Inherent part of management
 - ii. Continuous process
 - iii. People centered
 - iv. Basic to all functional areas
 - v. Based on human relations
- (b) Briefly explain the remark of Lawrence Appley about human nature of personnel in Hospitality Management and Tourism Industry.

QUESTION THREE

- (a) Differentiate between Personnel Management and Human Resource Management as obtained in the Hospitality Management and Tourism Industry.
- (b) Mention and explain five objectives of Human Resource Management in any typical Hotel Operators.

QUESTION FOUR

- (a) Enumerate and explain the importance of Human Resource Management in Hospitality and related industry
- (b) State and explain five likely future challenges of HRM in Hospitality and Tourism industry.

QUESTION FIVE

(a) DEFINE THE FOLLOWING

- i. Recruitment
- ii. Selection
- iii. Placement
- iv. Induction and orientation
- v. Training and development
- vi. Management evaluation and compensation

- (b) Explain these new roles of Human Resource Management in the new millennium.
- (i) A facilitator of change
 - (ii) An integrated approach to Management
 - (iii) A mediator

QUESTION SIX

- (a) As a fresh graduate, write an application letter for the post of a Graduate Assistant in Department of Hotel Management and Tourism as publicized by management of Elizade University. Direct your letter to the Registrar of the University.
- (b) Prepare your curriculum vitae.(CV)