



**UNIVERSITY OF NORTH BENGAL**  
B.VOC. Programme 2nd Semester Examination, 2021

**DSC2.2-TOURISM AND HOSPITALITY MANAGEMENT**

**HUMAN RESOURCE MANAGEMENT IN TOURISM**

Full Marks: 60

**ASSIGNMENT**

*The figures in the margin indicate full marks.*

**Answer any two of the following assignments**

30×2 = 60

1. (a) Define Human Resource Management. Discuss the importance of HRM. 15
- (b) Suppose you are the HR manager of an organization and you need to train the salesmen of your organization. Discuss the training program you would administer to impart training to the salesmen. Give necessary explanation in support of your answer. 15
2. (a) Explain the trends of HRM in the era of globalization. 15
- (b) Discuss the process of human resource planning in an organization. 15
3. (a) Narrate the need and importance of performance appraisal in an organization. 15
- (b) Discuss the factors that affect the recruitment process in the tourism sector. 15

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