

**ASSESSMENT # 7**

**Total Marks: 30**

- 1.** Give short answers to the following questions: (18)
  - i. What is human resource management?
  - ii. Human resource development policy can be split into two parts. What are these?
  - iii. Outline the characteristic features of tourism service operations.
  - iv. What is meant by the term 'training gaps'?
  - v. How can the future staff members' needs can be estimated?
  - vi. Why are rewards and benefits needed for the staff?
  
- 2.** Discuss the qualities of a good training programme. (6)
  
- 3.** Outline the main points that human resource development policy should cover. (6)