

ASSESSMENT

Total Marks: 30

1. Give short answers for the following questions: (16)
 - i. Which types of people are most suitable for working in the hospitality industry?
 - ii. What is the first thing a manager should do before starting on the recruitment process?
 - iii. Who are flexible employees in hospitality services?
 - iv. Outline the factors which affect the market's labour supply.
 - v. Explain the important points which should be included in the job description.
 - vi. What are the internal sources for applicants?
 - vii. Which information should be asked on the job application form?
 - viii. What is the importance of induction programme in hospitality?

2. Discuss advantages and disadvantages of one to one interview and more than one interview. (4)

Activity

You are a manager in a hotel. You have to recruit a hotel front desk clerk, who will be responsible for room reservations, providing information and services to guests, and will receive payments. (10)

Considering the above -

- a) Prepare a job description for the mentioned post.
- b) Which procedures will you adopt for advertising the post?