

ASSESSMENT # 5

Total Marks: 30

1. Give short answers to 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 that affect the market's labour supply.
 - v. Explain the important points that should be included in the job description.
 - vi. What are the internal sources of applicants?
 - vii. What information should be requested in the job application form?
 - viii. What is the importance of an induction programme in hospitality?
2. Discuss the advantages and disadvantages of conducting one-to-one interviews 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 making room reservations, providing information and services to guests, and receiving payments.

(10)

Considering the above -

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