

[Time: 2 ½ Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B:**
1. **Attempt all questions.**
 2. **Figures to the right indicate full marks.**

Q.1 Attempt any three

15

- a) What is Strategic Management? What are the aims of strategic Management?
- b) Explain in brief Evolution of SHRM.
- c) Explain different approaches to SHRM.
- d) What is strategic fit?
- e) What are the challenges faced by HR managers in Hospitality Industry? How do they cope up these challenges?
- f) Explain the theoretical perspective SHRM.

Q.2 Attempt any three.

15

- a) What is Resourcing Strategy? Explain in brief Internal & External resourcing?
- b) What are the barriers to SHRM?
- c) What is Work life Integration?
- d) What is self managements & Emotional intelligence?
- e) What is the purpose of hiring a Diverse Workforce?
- f) What is Work Place Diversity?

Q.3 Attempt any three

15

- a) What is Headhunting process?
- b) What is Moonlighting Policy?
- c) What is Cross Cultural Education& training programme?
- d) What is Online Portals? What are the benefits of Online Portals?
- e) What is Coaching & Mentoring? What are the benefits of Coaching & Mentoring?
- f) Explain in brief Effective Performance Management System.

Q.4 Attempt any three

15

- a) What are the Components of Career Management?
- b) Explain in brief Career stages.
- c) What is Employee Empowerment?
- d) What is motivation & Glass ceiling?
- e) What is Employee engagement? What are the principles of employee engagement?
- f) What is SERVQUAL? How is it important in Hospitality Sector?
- g) What are the challenges faced by the HR managers in managing Global Work force?

Q.5 Write short notes on any five.

15

- a) BPO & its advantages
- b) Flexible working
- c) Retention Strategies
- d) Attributes of Emotional intelligence.
- e) Employees Health & welfare Strategies.
- f) Self-Management & control.
- g) Objectives of SHRM.
- h) Talent Management Strategy.