

- 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)