

ASSESSMENT # 4**Total Marks: 30**

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

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