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**What does HRM stand for?**

- (A) Human Relations Management
- (B) Human Resources Marketing
- (C) Humanistic Resource Management
- (D) Human Resource Management

**Answer:**

(D) Human Resource Management

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**The Sector Skills Council for hospitality, leisure, travel and tourism is?**

- (A) HLTT
- (B) People 1st
- (C) GoSkills
- (D) UKCES

**Answer:**

(B) People 1st

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**Which of the following are, according to Wood (1997), 'marginal workers'?**

- (A) Students
- (B) Full-time managers
- (C) Migrant workers
- (D) Young workers

**Answer:**

(A) Students

(B) Full-time managers

(D) Young workers

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**The theory of 'hard' and 'soft' HRM was developed by?**

- (A) Armstrong
- (B) Storey
- (C) Baum
- (D) Lucas

**Answer:**

(B) Storey

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**Which terms are associated with 'hard' HRM?**

- (A) High commitment
- (B) Quantitative
- (C) Calculative
- (D ) High trust

**Answer:**

- (B) Quantitative
- (C) Calculative

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**As part of the HRM cycle to attract an effective workforce, tourism and hospitality organizations need to consider?**

- (A) Rewards and welfare
- (B) Performance appraisal
- (C) Recruitment and selection
- (D ) Labour markets

**Answer:**

- (C) Recruitment and selection
- (D) Labour markets

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**What concepts are associated with Schuler and Jackson's (1987) 'best fit' approach?**

- (A) Needed role behaviours
- (B) One best way
- (C) Cost reduction strategy
- (D ) All of the above

**Answer:**

- (A) Needed role behaviours
- (C ) Cost reduction strategy

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**CIPD stands for?**

- (A) Committee of Institutions for Personnel and Development
- (B) Chartered Institute of Personnel and Development
- (C) Chartered Institute of People and Development

**Answer:**

- (B ) Chartered Institute of Personnel and Development

(D Chartered Institute for Personnel and  
) Diversity

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**Some of the potential reasons for poor personnel practices in hospitality and tourism include?**

(A) Low skills base of the workforce

(B) Predominance of SMEs

(C) Selective recruitment and selection

(D None of the above  
)

**Answer:**

(A Low skills base of the workforce  
)

(B Predominance of SMEs  
)

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**Companies appearing to be a 'great place to work' are likely to have which of the following HR practices?**

(A) Weak internal labour market

(B) Significant on-going training

(C) Ad-hoc recruitment

(D Comprehensive range of benefits  
)

**Answer:**

(B) Significant on-going training

(D Comprehensive range of benefits  
)