

Section - B Essay Questions - 2016

Answer only three (03) questions including question number one (01).

1. Flying the Friendier Skies Airline Company states that "customers contact our airline reservation clerks to obtain flight schedules, prices, and itineraries. The reservation clerks to obtain flight requested information on our airline's online flight schedule systems, which are updated continuously. The reservation clerk must deal courteously and expeditiously with the customer, and be able to find quickly alternative flight arrangements in order to provide the customer with the itinerary that fits his or her needs. Alternative flights and prices must be found quickly, so that the customer is not kept waiting, and so that our reservations operations group maintains its efficiency standards. It is often necessary to look under various routings, since there may be a dozen or more alternative routes between the customers' starting point and destination".

You may assume that the Flying the Friendier Skies Airline just hired 30 new clerks, and that you must create a 3 day training program.

- a) Airline reservation clerks obviously need numerous skills to perform their job. Hence the Flying the Friendier Skies Airline has asked you to develop job description for Airline reservation clerks.

(15 Marks)

- b) By reviewing a newly developed job description, the company asked you to develop the plan of the orientation program for its new reservation clerks. Prepare the orientation plan by making sure to be very specific about what you want to train the new clerks, and what methods and aids you suggest using to train them.

Justify your answer.

(15 Marks)

(Total 30 Marks)

2.

- a) Describe the relationship between Performance Appraisal and Selection, Compensation and Training and Development.

(08 Marks)

- b) Discuss the factors which create poor performance of employees'.

(07 Marks)

(Total 15 Marks)

3.

- a) Discuss at least five common interviewing mistakes by providing suitable examples.

(07 Marks)

- b) Explain the fact that structured interviews, regardless of contents, are more valid than unstructured interviews for predicting job performance.

(08 Marks)

(Total 15 Marks)

4.

- a) Discuss pros and cons of questionnaire method, interview method and observation method of collecting information during the job analysis.

(08 Marks)

- b) Explain main techniques used in employment planning and forecasting.

(07 Marks)

(Total 15 Marks)

