HFB.CO2.M04 Human Resources Formative

1. This department of an organization is responsible for guiding and generating the culture of an organization.
   1. The front office
   2. Executive housekeeping
   3. Human resources
   4. Engineering
2. A manager who is in direct contact with the employees and guests is classified as a
   1. Talent manager
   2. Line manger
   3. Moments of truth advisor
   4. H.R.guide
3. Human resource departments frequently outsource tasks. What tasks might be outsourced?
   1. Team building workshops
   2. Payroll
   3. Catering for company events
   4. All of the above
   5. None of the above
4. Keeping your employees happy at work is crucial to a good team. Which of the following would be a good method to boost employee morale?
   1. Company picnic
   2. Tickets to a baseball game
   3. Recognition such as “Employee of the Month”
   4. Birthday gift cards
   5. All of the above
   6. None of the above
5. What might be a reason that managers are reluctant to delegate tasks?
   1. They are afraid the employee may make mistakes
   2. They think the employees may resent the extra work
   3. They think it takes too long to explain the task
   4. They think they can do a better job
   5. All of the above