



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social Sciences***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT

**BMG 4341: HUMAN RESOURCE IN HOSPITALITY**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: JUNE/JULY 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

---

**SECTION A (Compulsory)**

**QUESTION 1**

- a) Define human resource management. **(5 marks)**
- b) What is the role of human resource management in hospitality? **(10 marks)**
- c) Discuss the challenges in human resource in hospitality. **(15 marks)**

**SECTION B (Answer any TWO questions)**

**QUESTION 2**

- a) What are types of conflicts. **(5 marks)**
- b) Ways of avoiding conflicts in hospitality. **(15 marks)**

### **QUESTION 3**

Discuss the reasons for poor employee relations.

**(20 marks)**

### **QUESTION 4**

Discuss the differences between ethics and law.

**(20 marks)**

### **QUESTION 5**

Discuss the reasons for training employee in hospitality.

**(20 marks)**