



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM
UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
BHR 2330: HUMAN RESOURCE IN HOSPITALITY AND TOURISM
END OF SEMESTER EXAMINATION
SERIES: MAY 2016
TIME: 2 HOURS
DATE: Pick Date May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer ALL the questions)

30 POINTS

1. a. Explain key functions of Human Resource Management. (10 Marks)
- e. State FOUR (4) types of tests that are used in job-applicant interviews. (4 Marks)
- f. Highlight any FIVE (5) types of placement of employees. (10 Marks)
- g. Explain any 3 methods used in de-recruitment . (6 Marks)

Section B: Answer TWO questions

2. Discuss Performance Management and appraisal in Hospitality and Tourism. (20 Marks)
3. Explain the relevance of pay systems in hospitality business. (20 Marks)
4. Employee involvement not only improves individual motivation and morals, it is very necessary in hospitality. Discuss. (20 Marks).