



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
**UNIVERSITY EXAMINATION FOR THE DIPLOMA OF:
DIPLOMA IN TOURISM MANAGEMENT (DTM S20 / J21)
AND DIPLOMA IN HOTEL AND INSTITUTIONAL
MANAGEMENT (DHIM S19)**

**BHR 2330: HUMAN RESOURCE MANAGEMENT IN
HOSPITALITY AND TOURISM
END OF SEMESTER EXAMINATION**

SERIES: JULY 2022

TIME: 2 HOURS

DATE: Pick Date JULY 2022

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 all of section A and any two questions in Section

BChoose instruction

Do not write on the question paper

SECTION A (Answer ALL questions)

[30 MARKS]

Question ONE

- a) Define Human Resource Management (HRM) and detail its importance within the service sector. [8 marks]

b) Expound on the following terms commonly used in Human Resource Management: [15 marks]

- i. Paternity Leave
- ii. Nepotism
- iii. Job Description
- iv. Collective Bargaining
- v. Expatriate Worker

c) State any seven (7) reasons why employees should be encouraged to take up any training and development opportunities provided by the employer. [7 marks]

SECTION B (Answer ANY TWO questions)

[40 marks]

Question TWO

a) You are the HR Manager of a hotel. Outline the various methods and tools you could use to fill the position of an Assistant Manager within the Housekeeping department, both internally and externally, and ensuring total fairness in the process. [8 marks]

b) Assuming you will recruit the above named Assistant Housekeeper **externally**;

- (i) Illustrate fully the interview process, and
- (ii) Include the persons who should conduct the interview.

[12 marks]

Question THREE

a) Elaborate on any five (5) situations where an employee may be away from the workplace and yet still be paid for that time. [15 marks]

b) Discuss the applicability of ‘overtime’ in Hospitality and Tourism jobs. [5 marks]

Question FOUR

a) Explain the various stages of the Employee Lifecycle. [14 marks]

b) Differentiate between internal and external equity in compensation. [6 marks]

Question FIVE

Summarise the key elements of any four (4) commonly accepted motivation theories, and include their application in the Hospitality and Tourism industries. [20 marks]