



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM S19)

BHR 2350: TRAINING AND DEVELOPMENT FOR THE HOSPITALITY INDUSTRY

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: NOV 2023

TIME: 2 HOURS

DATE: Pick NOV 2023

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

A. Define the following phrases: (10 Marks)

- | | |
|-----------------------|-------------------------------|
| i. Development | iv. Training Needs Assessment |
| ii. External training | v. Instructional strategy |
| iii. Peer learning | |

B. State the FIVE (5) functions of a training needs assessment (5 Marks)

C. Explain the FIVE (5) sources where a trainer can obtain information on individual analysis (10 Marks)

D. Highlight the FIVE (5) reasons a trainer should consider team training (5 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- A. Define the term “Internal Training” (4 Marks)
- B. Explain FOUR (4):
 - i. The advantages of internal training (8 Marks)
 - ii. The disadvantages of internal training (8 Marks)

QUESTION THREE

Elaborate on the FIVE (5) steps used to create training objectives (20 Marks)

QUESTION FOUR

- A. Explain the FIVE (5) barriers to adult learning (10 Marks)
- B. Describe the FIVE (5) typical motivations of adult learners (10 Marks)

QUESTION FIVE

Elaborate on the following types of training

- i. Quality training (4 Marks)
- ii. Skills training (4 Marks)
- iii. Managerial training (4 Marks)
- iv. On-the-job training (4 Marks)
- v. Cross-function training (4 Marks)