



# 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 S18)**

**BHR 2350: TRAINING AND DEVELOPMENT FOR THE HOSPITALITY INDUSTRY**

**END OF SEMESTER EXAMINATION**

**SERIES: JULY 2021**

**TIME:2 HOURS**

**DATE:Pick Date**JULY 2021

## **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: (12 Marks)

- |                              |                     |
|------------------------------|---------------------|
| i. Training Needs Assessment | iv. Modern approach |
| ii. Learning objectives      | v. Micro-learning   |
| iii. Instructional strategy  | vi. Team training   |

B. Elaborate on the term “ADDIE” (5 Marks)

C. List the **FIVE (5)** benefits of utilizing team training (5 Marks)

D. Explain the **FOUR (4)** level of measuring effectiveness by evaluating a training program using the **Kirkpatrick Model** (8 Marks)

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

**QUESTION TWO**

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

**QUESTION THREE**

- A. Discuss the **EIGHT (8)** steps for designing a training program (20 Marks)

**QUESTION FOUR**

- A. A survey is a very important tools in conducting a **Training Needs Assessment**. State the **SIX (6)** elements a survey report should produce (12 Marks)
- B. Describe the **FOUR (4)** critical elements of learning (8 Marks)

**QUESTION FIVE**

- A. Elaborate the following term “**Gamification**” (2 Marks)
- B. Describe the **SIX (6)** steps that will improve the instructional design in training and development (18 Marks)