



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

DIPLOMA IN TOURISM MANAGEMENT

(DHIM M12, DHIM S12, DTM M12)

BHR 2330: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the concept of Personnel Management. **(5 marks)**
- b) Outline any **FIVE** operative functions of management. **(10 marks)**
- c) Describe any **FIVE** sources of external recruitment. **(10 marks)**
- d) Briefly discuss the need and significance of manpower planning. **(5 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

With the aid of a diagram, explain steps in the selection procedure. **(20 marks)**

QUESTION 3

- a) Training is an important part of Personnel Management". Discuss. **(12 marks)**
- b) Discuss any **FOUR** external training programmes. **(8 marks)**

QUESTION 4

- a) Describe any **FOUR** types of motivation. **(8 marks)**
- b) Discuss how you would use Maslow theory of motivation to motivate your employees. **(12 marks)**

QUESTION 5

- a) Discuss the challenges that human resource managers in the hospitality and tourism industry face in the 21st century. **(10 marks)**
- b) Describe the steps to take in disciplining an employee. **(10 marks)**