TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN TOURISM MANAGEMENT (DTM S23)

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT (DCAM J23)

BHR 2330: MANAGING HUMAN RESOURCE IN TRAVEL& TOURISM

BHR 2350: TRAINING &DEVELOPMENT FOR THE HOSPITALITY INDUSTRY

SUP/SPEC EXAMINATION

SERIES: JULY 2025

TIME:2HOURS

DATE: Pick DateJul 2025

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) List five disadvantages of external training. (5 Marks)

b) State five importance of motivating employee (5 marks)

c) Explain five importance of planning. (10 Marks)

d) Highlight five importance of effective human resource management in an organization (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

a) Describe five types of information that a job seeker should provide in a job application. (10 Marks)

b) Explain five measures taken to ensure training is effective. (10 Marks)

QUESTION THREE

a) Highlight five factors that may affect the level of wages and salaries paid to employees by an organization. (10 Marks)

b) Elaborate five ways in which an employee benefits from performance appraisal. (10 Marks)

QUESTION FOUR

a) Explain five challenges that an organization may face because of maintaining human resource records in manual form. (10 Marks)

b) Discuss five importance of a training needs assessment report. (10 Marks)

QUESTION FIVE

a) Discuss five ethical dilemmas in HRM. (10 Marks)

b) Explain five challenges of cultural diversity in the workplace. (10 Marks)