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

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME:2HOURS

DATE: Pick DateApril 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) Define the following concepts (8 Marks)

i. Training needs assessment

ii. Training

iii. Induction

iv. Human resource management

b) Distinguish between a job description and a job specification. (4 Marks)

c) Explain four benefits of utilizing team training. (8 Marks)

d) State five strategies to promote inclusivity in the workplace. (5 Marks)

e) Outline five sources of external recruitment (5 marks)

SECTION B (Answer only <u>TWO</u> questions)

QUESTION TWO

a) Explain five operative functions of human resource management. (10 Marks)

b) Using five reasons, illustrate why employers should focus on employee retention. (10 Marks)

QUESTION THREE

a) Discuss five advantages of external training. (10 Marks)

b) Explain how you will apply Maslow's theory of motivation to motivate your employees. (10 Marks)

QUESTION FOUR

a) Describe five problems an organization may face due to poor planning. (10 Marks)

b) Elaborate five considerations that an employer can put in place to ensure occupational health and safety at the workplace. (10 Marks)

QUESTION FIVE

a) Explain five effects of failure to induct new employees. (10 Marks)

b) Discuss five strategies to address Human Resource challenges**.** (10 Marks)