



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:

BACHELOR OF TECHNOLOGY IN HOSPITALITY

MANAGEMENT (BTHM S22)

HHH 4310: HUMAN RESOURCE

MANAGEMENT IN HOSPITALITY

SUPPLEMENTARY EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date JULY 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 all of section A and any two questions in Section

BChoose instruction

Do not write on the question paper

SECTION A (Answer ALL questions)

[30 MARKS]

Question ONE

- a) Expound on the following terms as used in HRM: (NB Each term carries equal marks)

[15

marks]

- i. Incentives
- ii. Salaries
- iii. Overtime
- iv. Mentoring

- v. Nepotism.
- b) Illustrate why it is often considered advantageous for hospitality establishments to retain their existing members of staff. [6 marks]
- c) Describe the main roles of a trade union. [4 marks]
- d) Highlight on how Human Resource Management aims to develop people **through** work. [5 marks]
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SECTION B (Answer ANY TWO questions)

[40 marks]

Question TWO

- a) Elaborate on any **five** situations where an employee may be away from the workplace and yet still be paid for that time. [15 marks]
- b) Highlight the differences between expatriates in the hospitality industry around the world. [5 marks]

Question THREE

Deliberate on the application of any **four** commonly accepted motivation theories in the Hospitality industry. [20 marks]

Question FOUR

- a) Outline any **six** sourcing mechanisms that can be used to fill in vacant positions within an organisation. [6 marks]
- b) Advise on how many people should be on an interview panel. [2 marks]
- c) Fully illustrate all steps of the interviewing process. [12 marks]

Question FIVE

- a) Hospitality services are provided around the clock. To accomplish this, the workers must work in shifts. Detail the shifts and their timings as found in a typical Kenyan hotel. [5 marks]
- b) Design a sample job description for a waiter working in a reputable hotel. [15 marks]

