



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR**

**THIRD YEAR, SECOND SEMESTER MAIN EXAMINATION
FOR THE DEGREE**

OF

B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: BHM 305

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: THURSDAY 20TH APRIL 2023

TIME: 8.00 – 10.00 A.M

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in SECTION A and B

Answer TWO questions from section C.

TIME: 2Hours

MMUST observes ZERO tolerance to examination Cheating
This paper consists THREE printed Pages. Please Turn Over

SECTION A: Answer ALL questions (10 MARKS).

1. Human resource policies may address:
 - A. Employee training.
 - B. Employee appraisal.
 - C. Employee development.
 - D. Employee selection criteria.
2. Technology recordkeeping and retrieval systems that human resource managers may chose include:
 - A. Document-specific servers.
 - B. High-speed archival features.
 - C. Security features.
 - D. Records-archival features.
3. Current employees may be informed about pending job openings in conversations with their supervisors or through _____.
 - A. Emails
 - B. Websites
 - C. Radio
 - D. Newspapers
4. When organizations seek candidates externally, they rely on a variety of strategies including;
 - A. Advertisements.
 - B. Notice boards.
 - C. Social media.
 - D. All of the above.
5. How would a hotel organization avoid negligent hiring?
 - A. Applications.
 - B. Post-employment testing.
 - C. Interviews.
 - D. Background checks.
6. Employee training results to:
 - A. Higher turnover rates.
 - B. Increased operating costs.
 - C. Improved performance.
 - D. None of the above.
7. Direct compensation for hospitality employees typically consists of:
 - A. Thank you notes.
 - B. Gratuities.
 - C. Voluntary benefits.
 - D. Mandatory benefits.

8. Hospitality performance management include:
 - A. Developing employee skills.
 - B. Assessing employees continually.
 - C. Training employees.
 - D. Planning duties and setting roles.
9. Employee performance appraisal focuses on _____.
 - A. responsibilities
 - B. jobs
 - C. roles
 - D. goals
10. “Based on Taylor’s research, he believed, among other things, that more efficient workers should be paid higher wages than less efficient workers”. Which model is described in the sentence?
 - A. Human relations model.
 - B. Human resources model.
 - C. Traditional model.
 - D. Motivation/ Hygiene model.

SECTION B: Answer ALL questions in this section (30 MARKS).

11. A multi-generational workforce is among the critical issues in hotel human resources management. Explain. (6 Marks)
12. In your position as the human resource manager of Acacia group of hotels, apply **THREE** basic strategies towards solving the current hotel labor shortages. (6 Marks)
13. Hospitality human resource activities are impacted by external influences. Explain any **THREE** of these influences. (6 Marks)
14. List any **SIX** areas for which data storage is of significant concern in hospitality human resource. (6 Marks)
15. Describe any **SIX** roles that an effective hotel staff mentor can serve during interaction with mentees. (6 Marks)

SECTION C; Answer any TWO questions. (30 MARKS).

16. Describe the steps you would follow to develop human resource policies and procedures in a hotel set-up. (15 Mark)
17. Orientation programs and procedures plays a key role in the hotel human resource management process. Explain. (15 Marks)
18. Explore the current unionization status of the hospitality industry. (15 Marks)

