



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT OF HOSPITALITY AND TOURISM**

<b>QUALIFICATION: BACHELOR OF TOURISM MANAGEMENT</b>	
<b>QUALIFICATION CODE: 07BOTM</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: HRH620S</b>	<b>COURSE NAME: HUMAN RESOURCE MANAGEMENT</b>
<b>SESSION: JAN 2019</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Ms. Petrina Haufiku-Makhubela
<b>MODERATOR:</b>	Ms. Enzy Ngondi Kaura

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li></ol>

**PERMISSIBLE MATERIALS**

1. Examination paper.
2. Examination script.

**THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)**

**Question 1**

**1.1) Define the term Induction? (2 Marks)**

**1.2) Outline the importance of training and development in the workplace?  
(9 x 2 = 18Marks)**

**1.3) Discuss the activities involved in Human resource management? (8 x 2 = 16Marks)**

**Question 2**

**Read the attached NWR advert**

**2.1) Design a complete Job description for the Head Chef position? (7 Marks)**

**2.2) Describe the recruitment process involved in filling this position? (9Marks)**

**2.3) Explain the importance of developing a job description for the position in the article?  
(7 x2 = 14 Marks)**

**Question 3**

**3.1) Outline the process of introducing a new employee in the hotel school?  
(5 x 2 = 10Marks)**

**3.2) Explain the importance of a performance management system in a hotel?  
(12 Marks)**

**3.3) Discuss the advantages of job rotation in the workplace? (6 x 2 = 12 Marks)**

**TOTAL: 100 MARKS**

**!!!!!!!!!!!!GOOD LUCK!!!!!!!!!!!!**

# VACANCIES

Namibia Wildlife Resorts is inviting applications from Namibians passionate about Tourism and Hospitality services and suitably qualified in these areas to join our dynamic team of professionals in our journey towards vision 2030.

**1. JOB TITLE: MANAGER: PROPERTY, ASSET & MAINTENANCE**  
**DUTY STATION: HEAD OFFICE, WINDHOEK**

Reporting to the Chief Operations Officer you are responsible to implement and oversee NWR Property & Asset investment strategy to ensure that short, medium and long term property development and maintenance initiatives are achieved.

**2. JOB TITLE: SENIOR RESORT (COLLECTION) OPERATIONS MANAGER**  
**DUTY STATION: HEAD OFFICE, WINDHOEK**

Reporting to the Chief Operations Officer you are responsible to oversee and lead the day to day operations for a portfolio of resorts clustered together in a collection of either Classic Resorts or Eco & Adventure Resorts.

**3. JOB TITLE: RETAIL SPECIALIST**  
**DUTY STATION: HEAD OFFICE, WINDHOEK**

Reporting to the Chief Operations Officer you act as the primary Operations lead between resort retail outlets, suppliers and the procurement & logistics departments working along with resort managers and retail supervisors to achieve retail sales goals, margins & maximize resort profitability.

**4. JOB TITLE: OPERATIONS PLANNING & FORECASTING ANALYST**  
**DUTY STATION: HEAD OFFICE, WINDHOEK**

Reporting to the Procurement Specialist you will act as custodian of all statistical and operational information pertaining Planning and Forecasting of products for accommodation, retail shops, filling stations, kitchens, bars & restaurants

**5. JOB TITLE: RESORT MANAGERS X 3**  
**DUTY STATION: VARIOUS**

Reporting to the Senior Resort (Collection) Operations Manager

you are responsible for the overall day to day management of a resort by leading the coordination and administration of resort operations to deliver exceptional service in hospitality.

**6. JOB TITLE: HEAD CHEF X 8**  
**DUTY STATION: VARIOUS**

Reporting to the Food and Beverage Supervisor you are responsible for the functionality of all kitchen operations by ensuring that preparation, production and service are carried out according to operational guidelines. Supervises, trains and encourages kitchen staff to deliver high quality meals and excellent customer service.

**7. JOB TITLE: TRAINEE ACCOUNTANT / ADMINISTRATIVE OFFICER X 4**  
**DUTY STATION: HEAD OFFICE, WINDHOEK**

If you had recently completed your studies and graduated from a recognized educational institution with a diploma or degree in finance or accounting and you wish to build a career in finance within tourism, we would like to hear from you.

**8. JOB TITLE: ELECTRICIAN & AIR CONDITION TECHNICIAN**  
**DUTY STATION: WINDHOEK – MOBILE TEAM**

Reporting to the Mobile Maintenance Manager you are responsible for the planning, supervision, inspection and maintenance of all electrical equipment and electrical infrastructure requirements at resorts according to regulatory provisions and company standards and procedures.

**9. JOB TITLE: PLUMBER**  
**DUTY STATION: WINDHOEK – MOBILE TEAM**

Reporting to the Mobile Maintenance Manager you are responsible for the planning, supervision, inspection and maintenance of all electrical equipment and electrical infrastructure requirements at resorts according to regulatory provisions and company standards and procedures.

Namibians who meet the requirements of the advertised position should submit their applications, accompanied by a comprehensive Curriculum Vitae and certified copies of identity documents, qualifications and transcripts, via email OR deliver it to the address below not later than **Friday 11 August 2017**. Visit [www.nwr.com.na/about/vacancies](http://www.nwr.com.na/about/vacancies) for further details.

Namibia Wildlife Resorts Ltd, Human Capital Department, Gathemann Building, Independence Avenue, Windhoek  
Private Bag 13378, Windhoek, Telephone number: (061) 285 7166/103, [gandrews@nwr.com.na](mailto:gandrews@nwr.com.na)

Please note: Faxed applications will not be considered. Non-Namibians will not be considered.

A Recognized Leader in Tourism and Hospitality Services in Namibia

