



ΠΑΜΙΒΙΑ UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : Bachelor of Hospitality Management, Bachelor of Culinary Arts, Bachelor of Tourism Innovation and Development	
QUALIFICATION CODE: 07BHOM, 07BOTM, 07BCNA	LEVEL: 7
COURSE CODE: HRH610S	COURSE NAME: Human Resource Management for Hospitality and Tourism
SESSION: December 2025	PAPER: THEORY (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER

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INSTRUCTIONS

1. Answer ALL the questions.
2. Read all the questions carefully before answering.
3. Number the answers clearly

THIS PAPER CONSISTS OF _2_ PAGES (Including this front page)

- Question 1** (8)
Human Resource Management is a very important department in any organisation. Write a comprehensive list on the scope of the duties fulfilled by this department.
- Question 2** (10)
The most common method of interviewing is that of the individual interview. Write a summary of the actions an interviewer should take before, during and after the individual interview to ensure it is successful.
- Question 3** (5x2=10)
Companies must devise means of assessing the Return on Investment (ROI) gained by adopting Employer Branding activities. Give a detailed explanation on how companies can determine the ROI gained from Employer Branding.
- Question 4** (15)
The development of people is an integral human resource process that is aligned to the corporate strategy. Explain the circumstances that would indicate that staff training is needed in the company.
- Question 5** (6+5=11)
Performance Appraisal is the process by which the human resource manager or other manager or supervisor monitors and evaluates what is happening in the workplace. Write a short essay discussing a) the objectives of conducting performance appraisals and b) based on your opinion, what the importance of performance appraisals is.
- Question 6** (10)
Induction is defined as the process by which a new employee is assisted in the assimilation process and encouraged to become an effective member of the work team and the organization as efficiently and quickly as possible. Write a detailed list of activities and information that must be included in the induction process.
- Question 7** (15)
Briefly explain the three (3) types of costs incurred by the Induction Process.
- Question 8** (6x2=12)
Performance appraisal can be defined as the systematic evaluation of the individual with respect to his/her performance on the job and his/her potential for development. Write an explanation of the objectives an organisation has when performing Performance appraisals
- Question 9** (5+4=9)
Briefly describe the a) advantages and b) challenges associated with a diverse workforce.