



QUALIFICATION: BACHELOR OF TRAVEL AND TOURISM MANAGEMENT/BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 27BTTM /27BHMN	LEVEL: 7
COURSE CODE: MHR410S	COURSE NAME: MANAGING HUMAN RESOURCES IN HOSPITALITY AND TOURISM ORGANIZATIONS
SESSION: JUNE 2019	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	1. ISOBEL MANUEL
MODERATOR:	1. Ms F. HAUFIKU

INSTRUCTIONS
1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)

Question 1**[21]**

Explain the below key terms used in Managing Human Resources in the hospitality and tourism industry and where possible incorporate practical examples in your answer.

- 1.1. Tourism (3)
- 1.2. Hospitality (3)
- 1.3. Human Resource Management (HRM) (3)
- 1.4. Discuss the importance of HRM in the industry (6)
- 1.5. List and explain three features of HRM (6)

Question 2**[30]**

Namibia is made up of many social groups and it is helpful for tourism and hospitality organizations to employ a diverse workforce to benefit from the multi skills offered.

- 2.1. Discuss the challenges an organization can face with a diverse workforce (5x2=10)
- 2.2. Name the advantages a diverse workforce has for an organization. (5x2=10)
- 2.3. Explain how organizations can manage a diverse workforce to reap the maximum benefits from such a workforce. (5x2=10)

Question 3**[15]**

Compile a job description for a junior tourism or hospitality industry employee in an area that you are familiar with, defining the job, main responsibilities and the limits of authority.

Question 4**[16]**

Discuss with practical examples the steps in the Human Resources Planning Process

Question 5**[5x2]**

The testing of individuals in the workplace for recruitment has been going on for many years. Specific psychometric tests are used to identify a suitable candidate for a position. Discuss any five tests that you are familiar with.

Question 6**[8]**

Discuss four methods of internal recruitment organizations can make use of.

TOTAL [100 MARKS]