



NAMIBIA 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: January 2024	PAPER: THEORY (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms. AAR Siebert
MODERATOR:	Enzy Ngondi Pewa Kaura-Ndjavera

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

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

Question 1**(8+6+12+12 = 40)**

- 1.1 Define the below concepts and by means of practical examples, illustrate your understanding of these concepts.
- a. Sexism (2)
 - b. Sex Discrimination (2)
 - c. Quid pro quo harassment (2)
 - d. Hostile Work Environment (2)
- 1.2 Outline the content of a Departmental induction. (6)
- 1.3 Explain the importance of a performance management system in a hotel. (6x2=12)
- 1.4 Discuss the advantages and disadvantages of job rotation in the workplace. (6x2=12)

Question 2**(15+9+12=36)****Read the attached Track and Trails advertisement.**

- 2.1 Design a complete job description for the TOUR OPERATOR SUPERVISOR position. (5x3=15)
- 2.2 Describe the recruitment process involved in filling this position. (9)
- 2.3 Explain the purpose of a job description for the positions in the advertisement (6x2=12)

Question 3**(3+5+16= 24)**

- 3.1 Define the term induction (3)
- 3.2 Outline the advantages of training in the workplace. (5)
- 3.3 Discuss the objectives of Human Resource Management (8x2=16)

JOB VACANCY

Tour Operations Supervisor

Windhoek or Swakopmund based

Requirements:

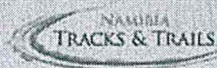
- To assist the tour operations manager in managing and planning the tour operation of NTT.
- Report to the tour operations manager.
- Managing includes the maintenance and repair and movement control of the NTT fleet of 24 vehicles
- Allocating tour guides to the various tours.
- To assess quality control and trip control of the vehicles.
- Ensure that all is up to date in terms of licenses and road worthiness of the fleet.
- Quality and maintenance control of camping equipment.

Essential Preferences:

- To have a good knowledge of the country and road conditions
- To have tour guide experience
- To have a technical background with preferably mechanical experience which would be a huge advantage.
- Good people skills and be a team worker with leadership abilities
- Computer literate
- To be able to withstand stressful situations and pressure
- To be able to work after hours and week ends.

NTT offers the candidate:

- An industry related salary based on a CTC system
- 13th cheque based on company performance
- Medical aid with NHP
- The possibility to join the company pension fund after completion of a 3 month fixed term contract.
- 21 working days annual leave.



Please send your CV to travel@namibia-tracks-and-trails.com