



PAMIBIA 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: November 2025	PAPER: THEORY (PAPER 1)
DURATION: 2 HOURS	MARKS: 100

FIRST 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 _2_ PAGES (Including this front page)

- Question 1** (8)
Human Resource Management can be defined as a management function concerned with hiring, motivating and maintaining people in an organization. In light of this definition, briefly state the objectives of a Human Resource department of an organisation
- Question 2** (8+5=13)
Strategic and Operational Workforce Planning is believed to be the foundation of all recruitment activities in a company. Write a short explanation on the importance of both a) strategic and b) operational workforce planning.
- Question 3** (5x2=10)
Write a detailed overview of the workforce issues faced by the hospitality and tourism industries specifically.
- Question 4** (6)
The application form is the traditional first step in most selection processes. Describe the purpose of and scope served by a company's application form.
- Question 5** (10)
The most common method of interviewing is that of the individual interview. Write a summary of the pitfall's interviewers should avoid before, during and after the individual interview.
- Question 6** (1+4=5)
Define the role of Employer Branding in a company and b) based on your opinion, elaborate on the reasons why companies should adopt Employer branding.
- Question 7** (10)
Job analysis is the process of studying and collecting information relating to the operations and responsibilities of a specific job. Briefly outline why companies would engage in the Job Analysis process.
- Question 8** (14)
Which company activities needs to be developed in alignment with the Employer Branding message?
- Question 9** (5x2=10)
A recruitment policy spells out the objectives of recruitment and provides a framework for implementation of the recruitment programme in the form of procedures. Write a detailed explanation of the critical areas that must be covered by a recruitment policy.
- Question 10** (7+7=14)
Properly organised and professionally run induction programs benefit both the employee and the employer. Please outline the benefits experienced by the a) employer and b) employees.