



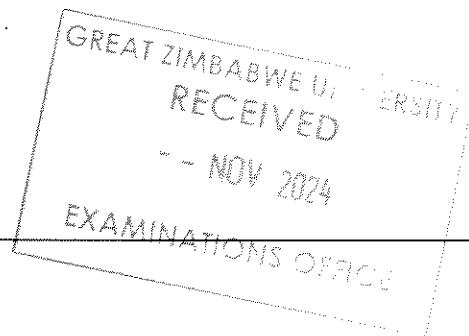
MUNHUMUTAPA SCHOOL OF COMMERCE
SCHOOL OF HOSPITALITY, TOURISM AND CULTURE

BACHELOR OF COMMERCE DEGREE

LEVEL 4 SEMESTER 1

MAIN EXAMINATION

MODULE CODE	HHT411
MODULE NARRATION	HUMAN RESOURCES MANAGEMENT IN TOURISM AND HOSPITALITY
DATE	
DURATION	3 HOURS



INSTRUCTIONS TO CANDIDATES:

1. ANSWER ANY FOUR QUESTIONS
2. EACH QUESTION CARRIES 25 MARKS
3. START EACH ANSWER ON A FRESH PAGE
4. CITE RELEVANT EXAMPLES AS MUCH AS POSSIBLE

QUESTION 1

Describe the nature of human resource management focusing on its main objectives, functions and activities. **[25 marks]**

QUESTION 2

Discuss the human resource planning process highlighting its importance to a tourism and hospitality organisation citing relevant examples. **[25 marks]**

QUESTION 3

Discuss any **five (5)** causes of conflicts in any tourism and hospitality organization of your choice highlighting conflict resolution measures that can be used by managers.

[25 marks]

QUESTION 4

Employee motivation is important in the Tourism and hospitality industry. Citing a motivation theory of your choice, explain its applicability to hospitality human resource management. **[25 marks]** **[25 marks]**

QUESTION 5

Justify why staff training is frequently seen as key to the on-going development and success of tourism and hospitality businesses. **[25 marks]**

QUESTION 6

Citing relevant examples, explain any **five (5)** external environment factors that affect hospitality human resource managers. **[25 marks]**

END OF PAPER