



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF HOSPITALITY & TOURISM

DEPARTMENT OF HOSPITALITY

DIPLOMA IN HOSPITALITY MANAGEMENT

UNIT CODE: DHM 1223
UNIT TITLE: STAFF SUPERVISION & DEVELOPMENT FOR HOSPITALITY & TOURISM
INDUSTRY
SEMESTER: MAY-AUGUST 2015 SEMESTER
TIME: 2 HOURS
Date: 19TH AUGUST 2015

INSTRUCTIONS:

- 1. This paper consists of two Sections A and B.**
- 2. Section A is compulsory**
- 3. Answer any two (2) questions from Section B**

SECTION A: COMPULSORY (30 MARKS)

1. a) Define the following terminologies:
 - i) Motivation 2 marks
 - ii) Job Analysis 2 marks
 - iii) Human Resource Planning 2 marks
 - iv) Employee On-boarding 2 marks
 - v) Vestibule Training 2 marks
- b) Explain five (5) benefits of Human Resource Planning 10 marks
- c)
 - i) Enumerate five (5) measures a supervisor can undertake to ensure workplace safety. 5 marks
 - ii) State five objectives of performance appraisal. 5 marks

SECTION B: ANSWER ANY TWO (2) QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS

2. a) Herzberg's theory on motivation classifies factors as either motivators or hygiene factors. Using examples differentiate between the two factors. 6marks
- b) Explain three (3) reasons why a Supervisor must possess good communication skills. 6 marks
- c) Explain four (4) features of bureaucracy as brought out by Max Webber. 8 marks
3. a) Define the following:
- i) Job Description 2 marks
 - ii) Critical incidents 2 marks
 - iii) Labour relations 2 marks
- b) Explain the five (5) limitations of conducting selection interviews. 10 marks
- c) List four employee records a supervisor is expected to maintain 4 marks
4. a) Explain three (3) objectives of supervision. 6 marks
- b) Discuss five (5) characteristics of an effective team 10 marks
- c) State four (4) advantages of internal sources of recruitment 4 marks
5. a) Explain any three (3) major causes of grievances at the workplace 6 marks
- b) Explain five benefits of training employees 10 marks
- c) State four (4) qualities of a supervisor. 4 marks
6. a) State four (4) causes of indiscipline at the workplace. 4 marks
- b) Discuss five (5) essentials of an effective Human Resource policy. 10 marks
- c) Using examples in each case, differentiate between organisational and individual stressors. 6 marks