



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRIBUSINESS AND APPLIED SOCIAL SCIENCES

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: HOTEL AND INSTITUTIONAL MANAGEMENT

CODE: THMA213

SESSIONAL EXAMINATIONS

JUNE 2024

DURATION: 3 HOURS

EXAMINER: MR. T. A. KODZANAI

INSTRUCTIONS

1. *Answer any four (4) questions only*
 2. *Each question carries 25 marks*
 3. *Total marks 100*
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QUESTION 1

With the aid of an organisational chart, discuss the different departments in a hotel setup, clearly highlighting the importance of each department. [25 marks]

QUESTION 2

- a) Using an example, define the term “sexual harassment”. [3 marks]
- b) Explain any five effects of sexual harassment in hotel establishments. [10 marks]
- c) Recommend any four strategies that can be used to combat sexual harassment in hotel establishments. [12 marks]

QUESTION 3

- a) Differentiate between quality assurance and quality control. [5 marks]
- b) As the quality manager in a hotel, discuss how you would ensure that quality standards are maintained. [20 marks]

QUESTION 4

- a) Explain what is productivity in the context of the hotel industry. [5 marks]
- b) With reference to a hotel establishment of your choice, analyse any five causes of reduced productivity. [10 marks]
- c) Recommend how best the hotel establishment can address the five causes of reduced productivity you mentioned in question 4(b). [10 marks]

QUESTION 5

- a) Assume you have been appointed as the Reservation Manager of a hotel group, provide your understanding of Hotel Property Management System (PMS) and explain why you would use one? [10 marks]
- b) Compare and contrast cloud and on-premise hotel Property Management Systems. [15 marks]

QUESTION 6

Discuss the key result areas of a hotel manager, giving relevant examples. [25 marks]

END OF EXAMINATION