



# MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

## FACULTY OF AGRIBUSINESS AND APPLIED SCIENCES

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: HOTEL AND INSTITUTIONAL MANAGEMENT

CODE: THMA213

SESSIONAL EXAMINATIONS

APRIL 2023

DURATION: 3 HOURS

EXAMINER: DR. R BAIPAI

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### INSTRUCTIONS

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

- a) As the head of the housekeeping department, you have been asked to deliver a presentation on the importance of quality controls in your department. Highlight any three important points you would include in your presentation. [10 marks]
- b) Explain any five ways of implementing quality control standards in the housekeeping department. [15 marks]

### **QUESTION 2**

- a) Define conflict management citing an example. [2 marks]
- b) Differentiate a constructive conflict from a disruptive conflict. [6 marks]
- c) Describe any five (5) long-term strategies for conflict resolution you would adopt. [17 marks]

### **QUESTION 3**

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

### **QUESTION 4**

- a) Discuss any five effects of sexual harassment on employee performance in a hotel establishment. [10marks]
- b) Explain any five strategies that can be implemented by the hotel manager to minimise the impact of sexual harassment. [15 marks]

### **QUESTION 5**

- a) Differentiate between centralisation and decentralization in hotel management giving practical examples. [15 marks]
- b) Outline the implications of decentralisation of functions in hotel management. [10 marks]

### **QUESTION 6**

- a) Define giving a relevant example, the term capacity management in hotels. [5 marks]
- b) Explain giving a relevant example, why capacity management in hotels is very important. [5 marks]
- c) Discuss the capacity management strategies that a hotel manager can employ, giving relevant examples. [15 marks]

**END OF EXAMINATION**