

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
BACHELOR OF HOTEL MANAGEMENT**

BCHM 332: FOOD AND BEVERAGE SERVICE SUPERVISION

STREAMS: BCHM (Y3S2)

TIME: 2 HOURS

DAY/DATE: MONDAY 14/04/2025

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

- **Answer ALL questions in Section A and any other Two in Section B**
- **Do not write anything on the question paper**

SECTION A (30 MARKS)

1. Describe four main administrative tasks for a restaurant supervisor. [6 Marks]
2. Distinguish between the three main roles of a supervisor in the hospitality industry. [6 Marks]
3. Briefly explain any four responsibilities of a line supervisor in a star-rated hotel in the management of human resources. [6 Marks]
4. As a housekeeping supervisor in a hotel explain four ways of identifying training needs for your subordinates. [6 Marks]
5. Briefly explain three compelling reasons why a supervisor should ensure justice and ethics when dealing with subordinates. [6 Marks]

SECTION B (40 MARKS)

6. a) As a hotel supervisor, appraise on the key takeaways from the content theories of employee motivation. [12 Marks]
- b) Discuss the important principles when a supervisor is embracing delegation at the workplace. [8 Marks]

7. a) Analyze the main characteristics of a high performing work team. [12 Marks]
- b) Workplace conflicts are unavoidable. Examine the top four workplace conflict sources that you would take into account as a supervisor when creating a departmental conflict management strategy. [8 Marks]
8. a) One of the important elements of successful supervision is communication. Support the important principles of effective communication. [10 Marks]
- b) Prioritize FOUR key sources of power you would rely on a supervisor. [10 Marks]
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