

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 332: FOOD AND BEVERAGE SERVICE SUPERVISION

STREAMS: BCHM Y3S2

TIME: 2 HOURS

DAY/DATE: MONDAY 08/04/2024

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

- Answer **ALL** questions in **SECTION A** and any **TWO** in **SECTION B**.
- Do **NOT** write anything on the question paper.

SECTION A (30 MARKS)

1. Supervision can be said to comprise **THREE** categories of tasks. Elaborate on this statement. (6 marks)
2. Distinguish between the **THREE** main categories of competence relevant to a hospitality supervisor. (6 marks)
3. Briefly explain any **FOUR** roles of a restaurant supervisor in a start-rated hotel in the recruitment and selection of subordinate staff. (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** important elements of effective delegation. (3 marks)
6. Describe any **THREE** barriers of communication in a hospitality establishment. (3 marks)

SECTION B (40 MARKS)

7. (a) As a supervisors in the hotel sector expound on important lessons you get from any **FOUR** process theories of employee motivation. (12 marks)

- (b) Some scholars have proposed that behaviors are related to leadership effectiveness. As a supervisor in the hospitality sector, suggest lessons you learn from the proponents of this perspective. (8 marks)
8. (a) Elements of work team composition greatly influence the team's effectiveness. Support this statement with relevant illustrations. (10 marks)
- (b) Conflicts at work are inevitable. As a supervisor analyze **FIVE** priority sources of workplace conflict you would consider when developing a strategy for conflict management in your department. (10 marks)
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