



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT**

COURSE CODE: BSHM 105

**COURSE TITLE: PROFESSIONAL ETIQUETTE IN
HOSPITALITY & TOURISM**

DATE: 9 AUGUST 2018

TIME: 11.30 AM – 2.30 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY

Question One

Case Study: Surfing & Gaming at Work?

Mona is a type of “Y” generation or millennial generation which uses and familiar with communications, media, and digital technologies. All day at work she loves to surf the web, email, chat and connect her friends through face book and twitter. If you check her status at social network always stays online. Sometimes during the lunch break she also loves to play online games.

The big problem arises when one of her Bosses get annoyed with her habits because she often misses the deadline to do the job because of it. The denial reasons she gave when the HR Manager called are that, no one told her about the company rules related to surfing policies and she also used to work at a retailing company for video gaming which is requiring her to stay online all day. As a result, the HR Manager gives “a hard warning” to her. She is unsatisfied with the decision and complaining all the time. Mona does not realize that she is in the different environment.

I cannot deny that nowadays, practically everyone uses the internet at work, the rules of what is and is not acceptable are harder to police in the workplace. The company never prohibits their employees to surf the internet as long as have a correlation with the jobs and it is common sense to realize that offensive sites should not be accessed at work.

a) In reference to the case study above, answer the following questions:

- (i) Given the situation, what is wrong with Mona’s habits? **[4 marks]**
- (ii) Are Mona’s denial reasons acceptable? explain your answer **[4 marks]**
- (iii) According to you how important is it to learn the employee handbooks before starting a new job? **[2 marks]**

b) When engaging in conversation there are many ways to alienate others physical space. Explain **FIVE** of them. **[10 marks]**

c) ‘The general purpose of a business event is to connect and spend time with your colleagues and business associates.’ Explain using **THREE** points how you would entertain the above mentioned. **[10 marks]**

d) How can stay well-groomed? Discuss using **FIVE** points. **[10 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Discuss **THREE** ways of wrapping up your meeting. [6 marks]
- b) State and Explain **THREE** petty habits that a coworker might have at the workplace. [6 marks]
- c) What are the **FOUR** essential actions that ensure your meeting runs smoothly? [8 marks]

Question Three

- a) Describe the procedure made before making a business call. [10 marks]
- b) 'Sometimes you will meet people who end up becoming good personal friends as well as customers.' Discuss using **FIVE** points. [10 marks]

Question Four

- a) Write short notes on the following:-
- (i) Actions [2 marks]
 - (ii) Appearance [2 marks]
 - (iii) Words [2 marks]
- b) Explain any **TWO** common mistakes made by managers [4 marks]
- c) Analyze **FIVE** courtesies for the disabled at work. [10 marks]

Question Five

- a) 'A messy workspace is still the enemy of the efficient worker'. Discuss using **TWO** points. [4 marks]
- b) According to Title VII of the Civil Rights Acts of 1964, sexual harassment occurs in two forms. State and Explain this **TWO** forms. [6 marks]
- c) 'The challenge facing all works is how to get the most out of their relationships with their bosses.' Discuss using **FIVE** points. [10 marks]

