



UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF MASTER OF TOURISM AND HOSPITALITY MANAGEMENT
SECOND SEMESTER 2023/2024
[JANUARY - APRIL, 2024]**

MTHM 721: CONSULTANCY TRAINING

STREAM: Y1 S2

TIME: 3 HOURS

DAY: THURSDAY, 9.00 – 12.00 P.M.

DATE: 30/05/2024

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer Questions ONE and any other THREE Question.**

QUESTION ONE

- (a) Elaborate on the following phrases; examples are inevitable
- i) Consultancy training
 - ii) Personal skills
- (b) Explain the types and forms of consultancy in Kenya. (5marks)
- (c) Discuss the role of consultancy training and how different it's from research under takings (10marks)

QUESTION TWO

- (a) Decision making is very critical in consultancy training; Explain how a consultant applies the concept in consultancy in Kenya. (10marks)
- (b) Consultancy is relationship oriented; contextualize;
- i) Problem solving
 - ii) Conflict resolution and management
 - iii) Levels of communication inn consultancy training

QUESTION THREE

Discuss the role of communication in consultancy training, with relevant examples in the Tourism and Hospitality Industry in Kenya. (15marks)

QUESTION FOUR

- a) As a consultant; explain how you identify a problem in the Tourism and Hospitality Industry. (7marks)
- b) Explain:
 - i) Internal and external consultants. (4marks)
 - ii) The pros and cons of Internal and external consultants. (4marks)

QUESTION FIVE

- a) Elaborate on: i) Belbin's team roles concept. (2marks)
 - ii) Ofman's Quadrant model . (2marks)
- b) Explain the qualities of;
 - i) Consultant. (4marks)
 - ii) Client. (4marks)
- c) Contextualize the consultancy training challenges and explain how to encounter each with relevant examples. (5marks)