



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

PRINCIPLES AND PRACTICE OF MANAGEMENT

FINAL EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

The paper consists of **TWO** Sections **A** and **B**.

Section **A** is compulsory, answer all questions.

Answer any **TWO** questions from Section **B**.

SECTION A

Answer **ALL** questions in this section.

- Q.1 Define the following terms:
- (i) Management
 - (ii) Delegation
 - (iii) Motivation
 - (iv) Leadership
 - (v) Social responsibility. (10 marks)
- Q.2 Explain **FIVE** functions of management. (10 marks)
- Q.3 Highlight **FIVE** basis of power in organization. (10 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.4 Discuss **TEN** characteristics of management. (20 marks)
- Q.5 Highlight **TEN** principles of management according to Henry Fayol. (20 marks)
- Q.6 State and Explain qualities you would expect of a manager as a leader. (20 marks)
- Q.7 Discuss the various levels of Abraham Maslow's hierarchy theory and how it is interpreted for management purposes. (20 marks)