



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J08)

## **PRINCIPLES AND PRACTICE OF MANAGEMENT**

END OF SEMESTER EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory. Answer **ALL** questions.
3. Answer any **TWO** questions from Section **B**.

## SECTION A

(Answer **ALL** questions)

- Q.1 (a) Define the following terms:
- (i) Manager
  - (ii) Management
  - (iii) Objective
  - (iv) Departmentation
  - (v) Social responsibility. (10 marks)
- (b) Explain **FIVE** functions of management. (10 marks)
- (c) Highlight **FIVE** characteristics of planning. (10 marks)

## SECTION B

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

- Q.2 Discuss advantages of management by committees. (20 marks)
- Q.3 Highlight **TEN** roles of a manager as propounded by Henry Mintzberg. (20 marks)
- Q.4 Explain reasons why managers fail to delegate. (20 marks)
- Q.5 State and explain **TEN** types of plans in management. (20 marks)