



# **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)