



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMS15)

BMG 2102:

UNIT NAME: PRINCIPLES AND PRACTICE OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME:2HOURS

DATE:Pick DateDECEMBER 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. AttemptChoose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

Differentiate Management from Administration (10 marks)

Explain the characteristics of decision-making. (10 marks)

Explain the principles and Techniques of co-ordination. (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

a) Discuss the following different kinds of leadership (20 marks)

- i. Autocratic
- ii. Democratic
- iii. Laissez faire

- iv. Functional
- v. Institutional

QUESTION THREE

3.

Explain the advantages and dis-advantages of line staff organisation. (10 marks)

Explain the steps involved in staff selection process. (10 marks)

QUESTION FOUR

State and explain Mac Gregor's theories X and Y of motivation, and give examples of their application in the hospitality industry. (20 marks)

QUESTION FIVE

Compare and contrast management by exception (M.B.E) to management by objectives (M.B.O.) (10 marks)

Describe how one can implement strategic management in a hotel setting. (10 marks)