



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)

UNIT CODE: BMG 2102:

UNIT NAME: PRINCIPLES AND PRACTICE OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date **DECEMBER 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. Attempt **Choose** instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- Explain the importance of Management. (10 marks)
- Is Management an Art or a Science? Discuss. (10 marks)
- What are the different levels of Management? (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

Outline the characteristics of Management Principles (4 marks)

Explain briefly the Principles of Management as given by Henri Fayol (16 marks)

QUESTION THREE

What are the features of planning? (8 marks)

Discuss the decision making process and its importance to planning. (12 marks)

QUESTION FOUR

Differentiate formal organisation from informal organisation. (10 marks)

Delegation of authority creates leadership. Explain. (10 marks)

QUESTION FIVE

Describe the stages (or) steps involved in controlling (10 marks)

Outline and briefly explain the Principles of directing. (10 marks)