



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM M23)

UNIT CODE: BMG 2101: UNIT NAME: PRINCIPLES AND PRACTICE OF

MANAGEMENT

SUP/SPEC EXAMINATION

SERIES: MARCH 2025

TIME: 2 HOURS

DATE: ~~Pick Date~~ Mar 2025

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- (a) Discuss five advantages of applying the principles of Management as outlined by Henry Fayol in running modern organizations (10mks)
- (b) Describe five steps that should be followed when making decisions in an organization (10mks)
- (c) Discuss Five reasons why organizations engage in corporate social responsibilities. (10mks)

SECTION B (Answer only TWO questions)

40 POINTS

QUESTION TWO

- (a) Discuss five indicators of effective management in an organization (10mks)
- (b) Explain five contributions of the contingency approach to modern management practice (10mks)

QUESTION THREE

- (a) Explain Five activities carried out in the planning function of management (10mks)
- (b) Discuss Five qualities of an effective Manager (10mks)

QUESTION FOUR

- (a) Explain Five reasons for establishing salary scales for employees in an organization (10mks)
- (b) Discuss Five internal factors to an organization that an effective Manager should put into consideration on day to day Management of the organization (10mks)

QUESTION FIVE

- (a) Discuss Five methods that may be used to enhance communication between management and the subordinate staff in an organization (10mks)
- (b) Explain Five reasons that may make it necessary for organizations to establish control mechanisms in their operations (10 marks)