



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
(DCAM M11 & DTM M11)

BMG 2131: PRINCIPLES AND PRACTICE OF MANAGEMENT II

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain management and describe its essential characteristics or nature. **(20 marks)**
- b) What do you understand by the term 'level of management'? Briefly describe the different levels of management. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Outline the differences between operational and strategic planning. **(5 marks)**
- b) Describe **THREE** types of planning. **(10 marks)**

QUESTION 3

- a) Describe the qualities of a successful manager. **(10 marks)**
- b) Distinguish power and Authority **(5 marks)**
- c) Describe **FIVE** sources of managerial power **(5 marks)**

QUESTION 4

- a) Differentiate between Administration and Management. **(10 marks)**
- b) Explain reasons as to why managers should delegate their authority to subordinates. **(10 marks)**

QUESTION 5

The process of management is often described as comprising planning, organizing, controlling, staffing, and directing.

- a) What are the basic steps in the control process? **(4 marks)**
- b) Identify and explain the key considerations in each step of the control process. **(16 marks)**