



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

BMG 2130: PRINCIPLES & PRACTICE OF MANAGEMENT I

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 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) Describe how management is an Art as well as a Science. (8marks)
- b) Explain the need for co-ordination in organizations. (12marks)
- c) Outline Ten characteristics of good objectives policy. (10marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Distinguish between formal and informal organization. (10 marks)
- b) What is the purpose of having an organization chart (10marks)

QUESTION 3

Discuss the principles of planning as developed by Koontz and O'Donnel. (20marks)

QUESTION 4

- a) Describe the strategy making process. (10marks)
- b) Explain characteristics of a sound policy. (10marks)

QUESTION 5

Discuss the need and importance of planning to an organization.