



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM M07)

## **PRINCIPLES AND PRACTICE OF MANAGEMENT**

FINAL EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory. Answer **ALL** questions.
3. Answer any **TWO** questions from Section **B**.

## **SECTION A**

(Answer **ALL** questions)

- Q.1 (a) Define the following terms:
- (i) Trade union
  - (ii) Industrial relations
  - (iii) Salary
  - (iv) Training
  - (v) Control. (10 marks)
- (b) Discuss factors to consider in remuneration of workers. (10 marks)
- (c) Discuss the steps in the control process. (10 marks)

## **SECTION B**

Answer any **TWO** questions from this Section.

- Q.2 Discuss the major challenges facing management of tourism organizations in Kenya. (20 marks)
- Q.3 Highlight types of training and development programmes. (20 marks)
- Q.4 Discuss control techniques used in organizations. (20 marks)
- Q.5 What are the challenges experienced by trade unions in Kenya? (20 marks)