



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

..... SEMESTER EXAMINATION FOR DIPLOMA IN FOOD AND
BEVERAGE MANAGEMENT

.....

DATE:

TIME:

INSTRUCTIONS.

- 1. This paper consists of two (2) sections.*
- 2. Section A is compulsory and has thirty (40) marks.*
- 3. Section B has four (4) questions. Attempt any two (3) questions from this section.*

SECTION A; COMPULSORY - (40 MARKS)

- a) Define the term management. (2 marks)
 - b) Enumerate six (6) salient features of management. (6 marks)
 - c) Highlight five (5) contributions of scientific management as stipulated by Fredrick Taylor. (5 marks)
 - d) Explain five (5) limitations of the classical thought. (10 marks)
 - e) Identify any five (5) main social responsibilities of business/organizations. (5 marks)
 - f) State four (4) roles that relate to decision making in management. (2 marks)
 - g) List 6 essentials of a good procedure (6 marks)
 - h) State 2 main features of a committee. (2 marks)

SECTION B (60 MARKS)

2. a) Citing examples where appropriate, explain five (5) major factors that limit the development of effective organizational plans. (10 marks)
- b) Identify types of plans. (4 marks)
- c) Distinguish between a procedure and a policy. (6 marks)
3. a) Explain the primary bases for departmentalizing work of an organization. (10 marks)
- b) Explain five (5) disadvantages of a matrix structure. (10 marks)
4. a) As a newly employed manager at Gilian Hotel, Machakos, you have been tasked to implement several changes. However you realize that the staff are not ready for any changes. Explain how you would overcome this resistance to change. (10 marks)
- b) Distinguish between formal and informal organizations. (10 marks)
5. a) Explain 5 guidelines to effective supervision (10 marks)
- b) State 5 reasons why people fail in planning (5 marks)
- c) Explain how managers can overcome barriers to planning. (5 marks)