



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

EXAMINATION FOR DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT
(MODULE III)

PRINCIPLES AND PRACTICES OF MANAGEMENT

DATE: 8/8/2016

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

1. This paper consists of two (2) sections.
2. Section A is compulsory and has forty (40) marks.
3. Section B has five (5) questions. Attempt any three (3) questions from this section.

SECTION A; Compulsory - (40 marks)

1.
 - (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 4 main features of a committee. (4 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 to take up new roles.
- Explain why subordinates avoid being delegated new roles (10 marks)
- (b) Distinguish between centralization and decentralization of authority in 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)