



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

UNIT CODE : DHM1211

UNIT TITLE : PRINCIPLES AND PRACTICE OF MANAGEMENT

COURSE TITLE : DIPLOMA IN HOSPITALITY MANAGEMENT

DEPARTMENT : HOSPITALITY

ACADEMIC YEAR: 2014/15

SEMESTER/TERM/SESSION: SEMESTER 2

DATE: 20TH APRIL 2015

TIME : 2HOURS

Instructions.

Answer question one and any other two questions.

QUESTION ONE.

- (a) State five reasons why management is considered to be a profession (5marks)
- (b) Outline five features of a validly stated objective (5marks)
- (c) State five characteristics of bureaucracy (5marks)
- (d) State five activities that should be included in the orientation programme for new employees. (5 marks)
- (e) according to Abraham Maslow, human needs can be classified into five categories. State the five needs. (5marks)

(f) Explain the communication process with the aid of a diagram (5marks)

QUESTION TWO.

(a) Explain the five functions of the management (5 marks)

(b) Highlight five features of planning. (5 marks)

(c) Explain five reasons why managers may be reluctant to delegate. (10 marks)

QUESTION THREE.

(a) Explain five conditions that should be satisfied for committee decisions to be acceptable. (10marks)

(b) Outline the benefits of training employees (5marks)

(c) Explain five circumstances under which it would be appropriate to use autocratic style of leadership. (5 marks)

QUESTION FOUR.

(a) Outline the essential requirements of a good control system (5 marks)

(b) Explain the assumptions underlying theory X of Mc'Gregor. (5 marks)

(c) Distinguish between formal and informal organizations (10 marks)