



## **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 1**

**DATE: 17<sup>TH</sup> AUGUST 2015**

**Time: 2 Hours.**

### **INSTRUCTIONS.**

**Answer any three questions.**

### **QUESTION ONE**

- a) Highlight five functions of planning **(5 marks)**
- b) State ten characteristics of a profession. **(10 marks)**
- (c) Outline five functions of a supervisor **(5 marks)**

### **QUESTION TWO**

- a) Explain three levels of management.  
Give examples, citing the structure of Murang'a University College. **(6 marks)**
- b) Explain seven principles of management given by Henry Fayol. **(14 marks)**

### **QUESTION THREE**

- a) State five characteristics of a valid objective **(5 marks)**
- b) Highlight seven stages involved in the process of rational decision making **(15marks)**

### **QUESTION FOUR.**

- (a) Explain five components of the internal environment. **(5 marks)**
- (b) Explain five elements of organization **(5 marks)**
- (c) ) Several types of tests are used in selecting personnel. Explain each of the following
- intelligence tests
  - aptitude tests
  - personality tests
  - interest tests
  - Proficiency tests.

**(10 marks)**

**THE END.**