

PNH111/BHM 101 MAIN EXAMS.



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

**MAIN CAMPUS**

**MAIN EXAMINATIONS**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS  
FOR THE DEGREE  
OF  
B.sc HOTEL AND INSTITUTION MANAGEMENT**

**COURSE CODE: PNH 111/BHM 101**

**COURSE TITLE: PRINCIPLES OF HOTEL MANAGEMENT**

**DATE: 13/12/2023**

**TIME: 8.00 A.M-10.00 A.M**

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**INSTRUCTIONS TO CANDIDATES**

Answer ALL questions in SECTIONS A and B  
Answer TWO Questions from C.

TIME:2 HOURS

**MMUST observes ZERO tolerance to examination cheating**

This Paper Consists of 5 Printed Pages. Please Turn Over.

**SECTION A: MULTIPLE CHOICE QUESTIONS (10 MARKS)**

1. Middle level in Hotel management is also known as \_\_\_\_\_
  - A. Administrative level
  - B. Executor level
  - C. Operative level
  - D. First line managers
  
2. \_\_\_\_\_-refers to human and material resources being in right place at the right time.
  - A. Equity
  - B. Order
  - C. Stability of personnel
  - D. Unity of direction
  
3. Management is \_\_\_\_\_
  - A. A group of managers in an organization
  - B. The force that unifies resources in the service of organizational goal
  - C. An authority that controls people
  - D. The act of doing organization work
  
4. Management unifies all forces in an organization **EXCEPT**
  - A. Manpower
  - B. Money
  - C. Material
  - D. Indiscipline

5. A \_\_\_\_\_ is a future course of action.
- A. Plan
  - B. Controlling
  - C. Decision
  - D. Supervision
6. Staffing involves \_\_\_\_\_
- A. Association of manpower
  - B. Placement of staff without conducting interviews
  - C. Working with few staff
  - D. Filling the roles of the company with suitable candidates
7. \_\_\_\_\_ is a process by which a manager guides and influences the work of subordinates in desired direction
- A. Leadership
  - B. Supervision
  - C. Planning
  - D. Controlling

8. Essentially, four major forces that affect management are social, political, technological and \_\_\_\_\_
- A. Economic
  - B. Cultural
  - C. Non- Economic
  - D. Government
9. Administration is a \_\_\_\_\_ function
- A. Decision making
  - B. Executed
  - C. Executory
  - D. Execution
10. Below are Core leadership skills **EXCEPT**
- A. Empowerment.
  - B. Vision.
  - C. Self-understanding
  - D. dictatorship

**SECTION B: ANSWER ALL QUESTIONS; EACH 6 MARKS (30 MARKS)**

11. Discuss **SIX** process of control as a management trainee in a three-star hotel. **(6 marks)**
12. Explain management as decision making **(6 marks)**
13. State **SIX** reasons as to why company policy is of great importance to students taking a course in hotel management. **(6 marks)**
14. Explain contingency and system approach management **(6 marks)**
15. Outline what the nature of management suggest **(6 marks)**

**SECTION C: ANSWER TWO QUESTION, EACH 15 MARKS, TOTAL. (30 MARKS)**

16. You have been appointed as a unit manager of Amboseli Serena Safari lodge, discuss how your day will look like as the unit in charge. **(15 marks)**
17. Discuss what management is and its **FOURTEEN** principles by Henry Fayol **(15 marks)**
18. Describe futures of planning in **FIVE** characteristics **(15 marks)**

