



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

**BAKING TECHNOLOGY MANAGEMENT, FOOD AND BEVERAGE
MANAGEMENT, TOURISM AND HOSPITALITY MANAGEMENT,
PROFESSIONAL COOKERY**

SUBJECT: Principles of Management PAPER NO: 534/15/S11

DURATION: 3 Hours

MARCH/APRIL 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer ANY FIVE (5) questions.
2. Start each question on a fresh page.
3. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Describe management levels and the necessary management skills required at each level of management. (20 marks)

QUESTION 2

- (a) Explain the MBO management theory (6 marks)
- (b) Discuss the importance of planning. (14 marks)

QUESTION 3

- (a) Recommend guidelines for effective coordination between different departments of an organisation. (14 marks)
- (b) Relate control function to planning (6 marks)

QUESTION 4

As a manager of an organisation, demonstrate how you would apply Maslow's hierarchy of needs theory in motivating your subordinates . (20 marks)

QUESTION 5

- (a) Discuss the advantages and disadvantages of a functional organisational structure (16 marks)
- (b) Define the following terms:
 - (i) Concurrent controls (2 marks)
 - (ii) Management by walking around (2 marks)

QUESTION 6

- (a) Critically analyse the laissez-faire leadership style. (16 marks)
- (b) Recommend two (2) techniques for effective delegation. (4 marks)

QUESTION 7

- (a) Analyse the strategic planning process. (16 marks)
- (b) Suggest four (4) examples of rewards that may be offered to employees in order to motivate them. (4 marks)

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