

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR
OF SCIENCE IN CATERING AND HOSPITALITY MANAGEMENT**

BCHM 403: TECHNIQUES OF SUPERVISION

STREAMS: BCHM Y4S2

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/04/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- Answer ALL questions in SECTION A and two in SECTION B.
- Do not write anything on the question paper.

SECTION A (30 MARKS)

1. Briefly describe the roles of line supervisors at the workplace. (6 marks)
2. Briefly explain the concept of delegation. (3 marks)
3. Briefly explain the essential skills for supervisors. (6 marks)
4. Highlight the on-job training methods you would adopt as a supervisor. (3 marks)
5. Outline a typical problem solving procedure at workplace. (3 marks)
6. Briefly explain the most suitable conflict management style for an interdepartmental conflict. (4 marks)
7. Highlight the main principles in implementing a disciplinary procedure a work. (5 marks)

SECTION B (40 MARKS)

8. (a) Supervisors are responsible for creating effective work teams. Discuss the characteristics of such teams. (10 marks)

- (b) Discuss the ethical issues for supervisors to consider in ensuring good employee relations. (10 marks)
9. (a) Discuss the principles behind successful delegation at workplace. (10 marks)
- (b) Discuss ways by which supervisors can enhance employee motivation and morale. Support your answer with a relevant theory. (10 marks)
10. (a) Discuss the main barriers of communication at workplace. (10 marks)
- (b) As a supervisor, discuss how you can ensure effective leadership so as to cultivate influence over your subordinates. (10 marks)
-