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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 102- LIFE SKILLS

Date: 1ST AUGUST 2022
Time: 2:30PM- 4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe various consequences of negative emotions. (6 Marks)
- b) Explain how you can reduce stress to your workers. (6 Marks)
- c) Differentiate between self -awareness and assertiveness. (6 Marks)
- d) Highlight various ways of creating employment in society. (6 Marks)
- e) Describe various elements of emotional intelligence. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Evaluate qualities of a good mediator. (10 Marks)
- b) Explain how one acquires assertiveness. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Explain why some people make poor decisions. (10 Marks)
- b) Discuss how girl child education can be promoted. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the consequences of lacking creativity. (10 Marks)
- b) Using examples differentiate between mental and physical health. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain how you can help form four leavers to join college. (10 Marks)
- b) Explain why it is important to understand your- self. (10 Marks)