



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja

Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension

PoP Exam Question October/November, 2019

Course Code: ---- HCM 434

Course Title: --- LODGING FACILITIES MANAGEMENT

Credit Unit: ----2

Total Score: ----70 Marks

Time Allowed: - 2 Hrs

Instruction: Answer compulsory question 1 (25 mks) and any three (3) questions (15 mks each)

Question One

- Describe in general, the concept of management in lodging facilities (6 mks)
- Mention and explain the three (3) departments in Lodging facilities (9 mks)
- Explain what you understand by span of control (5 mks)
- Explain the aim of mission statement (5 mks)

Question Two

- Comprehensively define the term Planning (5 mks)
- Using examples explain the first step in planning (4 mks)
- What is policy? (6 mks)

Question Three

- Enumerate any six (6) factors to consider in staging a special event (6 mks)
- Discuss any four (4) of the factors enumerated in 3a above (6 mks)
- State two (2) benefits of Staging a Special event (3 mks)

Question Four

- Define the meaning of hospitality service (3 mks)
- Enumerate and explain four (4) benefits of hospitality Services (8 mks)
- Explain the term 'control' in organization (4 mks)

Question Five

- Explain pattern of authority (5 mks)
- What do you understand about coordination of activities? (4 mks)
- What is Hotel Leadership? (6 mks)

Question Six

- Define facilities management (4 mks)
- Identify any seven (7) functions of facilities management (7 mks)
- Advance four (4) benefits of planning in an organization (4 mks)