



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Agricultural Sciences, Kaduna
DEPARTMENT OF AGRICULTURALECONOMICS AND EXTENSION
2020_2 EXAMINATION

PRORAMME: HOTEL AND CATERING MANAGEMENT

COURSE TITLE: HOSPITALITY SUPERVISION AND QUALITY CONTROL

COURSE CODE: HCM 438

COURSE CREDIT UNIT: 2

TIME ALLOWED: 2 HOURS

INSTRUCTION: Answer question one (1) and any other three (3) questions

1. a. Discuss the general roles of hotels to the public. **5mks**
b. Write technical notes on: i. Transient hotel, ii. City centre hotels, iii. Resort hotels, iv. Airport hotels, and, v. Motels. **(20 mks)**
2. a. What is recruitment? **5mks**
b. Briefly outline any four benefits of centralized form of recruitment. **4mks**
c. Write short notes on the following recruitment exercises: i. Job analysis, ii. Job description, iii. job specification. **6mks**
3. a. What is supervision? **3mks**
b. Discuss (i) administrative and (ii) supportive supervision. **4mks**
c. What are the basic functions of a supervisor? **8mks**
4. a. Discuss extensively (i) communication process and (ii) communication channels. **6mks**
b. Discuss (i) geographical distance, (ii) the receiver's physiological state and (iii) structure and organization as barriers to communication. **9mks**
5. a. Discuss personnel, welfare and industrial relation aspects of human resource management. **7 mks**
b. Discourse concisely any eight objectives of human resource management . **8 mks**
6. a. What is total quality management? **4mks**
b. Highlight at least any five objectives of total quality management. **5mks**

c. Discuss ethics, integrity and trust as components of foundation in total quality management.

6mks