



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Agricultural Sciences, Kaduna
DEPT OF AGRICULTURAL ECONOMICS AND EXTENSION
2020_2 EXAMINATION ...

SEMESTER: SECOND SEMESTER

COURSE CODE: HCM439

COURSE TITLE: HOTEL PLANNING AND INTERIOR DECORATION

COURSE UNIT: 2

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER THREE

TIME ALLOWED: 2HRS

- 1(a) In any hospitality organization, daily events raises need for action by the management. In six (6) ways evaluate the need for effectiveness and efficiency of planning and control measures applied in the management of hotel. (12mks)
- (b) Explain Good decision making in Hotel business. 9mks
- (c) As hotel manager, how would apply the right strategies and tactics in running hotel business. 4mks (25mks)
- 2 (a) Explain the context of high quality food and beverage service offered to customers by gaming entertainment industry as a foundation for a good business opportunity. (4mks)
- (b) Describe the five gaming operation known to you and the staff. (5mks)
- (c) State the Trends in the Gaming Entertainment industry. (6mks)
- 3 (a) Trace the history of interior decoration design in the United States of America and India.(12mks)
- (b) Who is an interior designer? (3mks) **Total (15 mks)**
4. (a) Describe the Classification of Colour. (9mks)
- (b) Draw and label a colour wheel. (3mks)
- (c) What are the important things to know about colours ? (3mks)

5. (a) Explain the concept of hospitality sales and marketing in the sales of hospitality services. (6 mks)
 - (b) Identify the basic Elements of a Marketing Process (5 mks)
 - (c) As a Reception Staff, state the necessary skills expected of as a good salesman for your hotel (4 mks)
6. (a) Define Management Information System. (3mk)
 - (b) State four (4) of the characteristics of management Information system (8mks)
 - (c) State any four (4) Advantages of Computers (4mks)