



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 Examination Questions, 2021 Academic Session

Course Title: LODGING FACILITIES MANAGEMENT

Course Code: HCM 434

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hrs

INSTRUCTION: Answer 3 Questions Only

- 1a) Differentiate between skill training and attitude training (10marks)
- 1b) Explain briefly the term security (7marks)
- 1c) Describe eight (8) safety guidelines for minimizing risks associated with the supply and use of structures (4 marks)
- 1d) State six (6) areas that have been identified in which objectives of performance and results have to be set (3marks)

- 2a) Enumerate seven (7) importance of Cost Benefit Analysis (7marks)
- 2b) what does the trend in recent years point to in network without a specific group, value, or lifestyle affiliation. (3marks)
- 2c) Explain the term brand equity(5mark),
- 2d) List eight (8) facilities required in any catering outlet that is of major concern to the Environmental Health Officer in relation to food safety (5marks)

- 3a) Write short note on policy (8marks)
- 3b) What is training? (4 ½ marks)
- 3c) Highlight six (6) functions of the hotel and catering organizations (3 marks)
- 3d) Explain five (5) importance of training on staff retention (7 ½ marks)

- 4a) Discuss five (5) factors to be considered when designing a safe venue (7 ½ marks)
- 4b) State six (6) factors to be considered in calculating occupant capacity(3 marks)

- 4c) Discuss five (5) importance of special event (5marks)
- 4d)i. Briefly explain any 4 of the different categories of staff in hospitality industry. (6 mks)
- 4d)ii. State three schools where hospitality graduates are trained .(1½ marks)