



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja
Dept. of Agricultural Economics and Extension, Faculty of Agricultural Sciences,

2024 1 EXAMINATION

Course Code: **HCM 434**

Course Title: **Lodging Facilities Management**

Credit Unit: **2 Units**

Total Score: **70 Marks**

Time Allowed: **2hours**

INSTRUCTION: Answer compulsory question 1 (30 marks) and any other 2 questions (20 marks each)

QUESTION ONE

- a. Examine the roles of the General Manager and Resident Manager in the hotel and catering industry (10 marks)
- b. Discuss Lack of guarantee and Potential interpersonal conflict or awkwardness as part of drawbacks encountered by the providers of Hospitality Service. (10 marks)
- c. Explain with five (5) examples Specialized Networks (5marks)
- d. Briefly explain Ritchie's definition of hallmark events (5marks)

QUESTION TWO

- a. Briefly explain Monetary Savings and Local Economic Sustainability as one of the benefits of hospitality service (10 marks)
- b. Briefly explain decentralization in 5 statements (10 marks).

QUESTION THREE

- a. Explain work specialization and departmentalization are organizational responses to the growth of a business. (10marks)
- b. Highlight five (5) operational requirements and permits, regulations and requirements each for events (10 marks).

QUESTION FOUR

a. Define Ten (10) out of the following terms (10marks)

- Authority
- Decentralization
- Centralization
- Span of control
- A wide span of control
- A narrow span of control
- Lodging facility
- job analysis
- A job description
- The job specification
- Job enlargement,
- Job enrichment.

b. State 5 Five D's" of new meetings (5 marks).

c. State 5 qualities of a mission statement (5 marks).

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