



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, JUNE/JULY, 2020

Set 1

Course Title: Hospitality and Tourism Management

Course Code: HCM348

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hours

INSTRUCTION: Answer compulsory question 1 (25 marks) and any other 3 questions (15 marks each).

SET A

QUESTION ONE (Compulsory)

- 1a. Explain the term climate and State three importance/influence of climate on man/Tourists (8marks)
- 1b. List four advantages of use of rail as a means of transportation (8marks)
- 1c. State the nine (9) characteristics of a good leader. (9marks)

QUESTION TWO

- 2a. Explain the activities of the following international Organization: Economic Cooperation and Development (OECD) (8marks)
- 2b. State three qualities for each of the following means of travelling with regards to hospitality and travel management: i.carriages and coaches. ii. Areophane (7marks)

QUESTION THREE

- 3a. Explain five perceived challenges faced by the accommodation sector due to the immense growth and evolution in the transport sector 10marks
- 3b. Explain the two major services offered by Cruiseliners 5marks

QUESTION FOUR

- 4a. Explain the uses of maps and Tables in Geography (8marks)
- 4b. Explain the important parts of maps (7marks)

QUESTION FIVE

- 5a. Explain the call systems model theory used in Hospitality operations and various operations performed at different spots (8marks)
- 5b. Explain the importance of the Computer Reservation System in the Hospitality and Tourism Industry (7marks)

QUESTION SIX

- 6a. Explain the activities of these organizations in Hospitality and Travel management: SARE and APOLLO ----- (8marks)
- 6b. State five responsibilities of a Travel Agent ----- (7marks)