



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,
September, 2020_1 Examinations

Course Title: LODGING FACILITIES MANAGEMENT

Course Code: HCM434

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).

- 1.A. What is a lodging facility? 5 marks
- B. Discuss the responsibilities of the Rooms Department, 5 marks
- C. Discuss the specific functions of the sub departments in the Room Department and how they coexist in carrying out their responsibilities.15 marks

2. A Write a technical note on the function of the Food and Beverage Department 8 marks
- B. Discuss the various advantages of decentralizing this authority in such an establishment 7 marks

3. Discuss the responsibilities of _____
- (A) Assistance Controller for Finance 8marks
- (B) the Front Office Cashier of the Accounting Department.7 marks

4. Discuss vividly the responsibilities of
- (A) the General Manager 8 mks
- (B) the Resident Managers 7 mks Total = 15 marks

5. a. What is authority? 5 marks
- b. (i) Use a flow chart to explain the lines of authority from the top to the bottom, (5 mks
- (ii)discuss how this authority can be shared in modern lodging facilities, (5 marks)

6. Write technical notes on
- (a). Span of control (8 mks)
- (b). pros and cons of functional organization design in lodging industry (7 mks)