



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
MARCH/APRIL 2014 EXAMINATION**

**COURSE CODE: HPM 340**

**CREDIT UNIT: 2**

**COURSE TITLE: HOSPITALITY LAWS AND TRAVELS**

**TIME ALLOWED: 2 HOURS**

**Instructions:**

- 1. Attempt question Number one (1) and any other two (2).**
- 2. Question number 1 is compulsory and carries 30 marks, while the other questions carry equal marks each**
- 3. Present all your points in coherent and orderly manner**

1. (a) Define the following:
  - i. Hospitality
  - ii. Tourism
  - iii. Visitor
  - iv. Implied contract
  - v. Hospitality law (2 marks each).

(b) Outline and describe the seven steps to improve health and safety in the work place.  
(10marks).

(c) Classify travel according to structure and dimension  
(10 marks).
2. (a) Describe with examples the following legal terms:
  - i. Consideration
  - ii. Offer
  - iii. Acceptance
  - iv. Contract basics (2 marks each)

(b) i. Differentiate between tort law and anti-trust law  
(5 marks)

ii. Outline the standards of care as it applies to the hospitality industry  
(7 marks).
3. Discuss the principles of hazard management  
(10 marks).
- b) What are hazardous substances; state examples.  
(5 marks).
- c) Write short note on the Procedures for checking on the welfare of a worker.  
(5 marks)
4. Government prohibits places of public accommodation from discrimination against any persons particularly potential consumer. However, they are given special rights under certain conditions. What are these conditions?  
(8 marks)

(b) Describe briefly the types of contracts applicable to the food service industry.

(4 marks)

(c) What is occupational safety and welfare act and highlight your duties as an employer with respect to this act.

(8 marks)

5. (i) What is the meaning of IATA? Explain their roles in improving and promoting global travel industry.

(15 marks)

(ii.) What do you understand by discriminatory action, state at least 4 examples. (5 marks)