



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION
SCHOOL OF AGRICULTURAL SCIENCES

COURSE CODE: HCM434 **CREDIT UNIT: 2**
COURSE TITLE: LODGING FACILITY MANAGEMENT
TIME ALLOWED: 2hrs

Instructions:

- 1. Attempt any four (4) questions**
- 2. All questions carry equal marks of 25 each**
- 3. Present all your points in a coherent and orderly manner**

- 1a. List the four (4) areas Lodging Facility Management includes (6mks)
 - b. Explain the function of the General Manager (15½mks)
 - c. State the departments of a Lodging Facility (3½mks)
- 2a. Define a lodging facility and state the two (2) conditions for a hotel to make profit (5mks)
 - b. Mention the three (3) categories of training hotel staff require and explain any one of them (7½mks)
 - c. Define training method and list the major factors considered in choosing a training method (3½mks)
 - d. Explain in-service training and list the types. (9mks)
- 3a. List operational requirements related to staging special event in leisure facilities (6mks)
 - b. Discuss the term "Span of Control" (19mks)
- 4ai. Itemize the factors that affect the failure rate of leisure facilities (5mks)
 - ii. Explain Competitive Environment (9mks)
 - b. List five (5) permits required for activities associated with an event (5mks)
 - c. List the benefits of Hospitality service (6mks)
- 5a. Define Facility Management as given by Becker (1999) (2mks)
 - b. List the five (5) ways managers can give structure to an organization (5mks)
 - c. Itemize: i the functions of Facility Managers (10mks)
 - ii six (6) factors to consider in staging a special event (8mks)
- 6a. Define the following terms:

- i. Policy (1½mks)
 - ii. Planning (1mk)
 - iii.Strategy (1mk)
- b. State sixteen (14) goals of Facility Management (14mks)
- c. Discuss the term “managing the risk” (7½mks)