



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS**  
**SCHOOL OF MANAGEMENT SCIENCES**  
**OCTOBER 2013 EXAMINATION**

Course Code: HCM 434

Credit Unit: 2

Course title: Lodging Facilities Management

Time Allowed: 2hrs

**Instruction: Attempt question 1 and any other 2 questions of your choice;**

**Question 1 carries 30 marks while the other carries 20 marks each.**

**Present your answer legibly and logically using relevant examples.**

1. Write short notes on the benefits of hospitality service.
  - 1b. briefly describe the challenges encountered by hospitality providers
2. List and explain the ways by which managers give structure to organizations.
3. State the safety guidelines that minimize the risk associated with the supply and use of structural safety.
  - 3b. Define Training and write short notes on the following:
    - i. Knowledge training
    - ii. Skills training
    - iii. Attitude training
4. What has Nigerian politics got to do with planning and provision of leisure facilities?
  - 4b. How objective is the General Manager in the realms of management?
5. Various definitions were provided in the literature about the concept of *facilities management*. In your own view, describe facility management in relation to your studies.

- b. According to Hamer (1988), highlight any FIVE functions usually performed by facilities managers in the course of their duties.
- c. By implementing a facility management programme, mention any FIVE goals of facilities management.