



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELOW WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JUNE 2013 EXAMINATION

COURSE CODE: HCM 436

CREDIT UNIT: 2

COURSE TITLE: INTERNAL CONTROL IN HOSPITALITY ADMINISTRATION

TIME ALLOWED: 2

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

3Present all your points in coherent and orderly manner

QUESTION ONE

A. What do you understand by the following terms:

i. internal control?

5 marks

ii. internal check.?

3 marks

B. Describe 5 features of internal control

10 Marks

C. Discuss the importance of internal control

12 Marks

QUESTION TWO

Discuss 5 factors to be considered in evaluating internal audit functions

20Marks

QUESTION THREE

A. State:

i. 10 contents of audit permanent working papers

10 Marks

ii. 5 techniques to follow when preparing a flow chart for effective communication

5Marks

iii. 5 advantages of internal Control Evaluation Questionnaire (ICEQ) over Internal Control

Questionnaire (ICQ)

5Marks

QUESTION FOUR

A. The features of internal control will depend on 5 factors. Explain.

5Marks

B. In 5 points, state the 5 components of control by management

5Marks

C. State 5 functions of internal audit

5Marks

D. Suggest 5 examples of internal control questionnaire on purchases

5Marks

QUESTION FIVE

Write short notes on the credit control procedures to be put in place for

the following:

i. Guest paying by credit card
marks

4

ii. Guest paying by travel agent voucher
4marks

iii. Guest checking in with tour groups
4marks

iv. Guests from Airlines
4marks

v. Guest with scanty baggage
4marks