



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

**COURSE CODE: HCM434**

**COURSE UNIT: 2**

**COURSE TITLE: LODGING FACILITIES MANAGEMENT**

**TIME ALLOWED: 2HRS**

**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**

- 1a. What is meant by the terms lodging facilities and lodging industry (10 marks)**
- 1b. Outline any FOUR features included in the lodging facilities management (5 marks)**
- 1c. Write short notes on the seven main departments of the lodging facilities of an organization to demonstrate their level of importance (15 marks)**
  
- 2a. What are the factors affecting and influencing the bankruptcy rate in leisure facility industry in Nigeria (8 marks)**
- 2b. Write short notes on the factors affecting failure rates of leisure facilities in Nigeria (12 marks)**
- 3a. What has Nigerian politics got to do with planning and provision of leisure facilities (9 marks)**
- 3b. With the aid of diagram, demonstrate the model of the influences that shape the GM's job as a facility management (3 marks)**
- 3c. Explain the objective of the General Manager in the realms of management (8 marks)**
  
- 4a. What is meant by the concept "hospitality services" (4 marks)**
- 4b. List and explain any SIX benefits of hospitality service in Nigeria (12 marks)**
- 4c. Mention FOUR drawbacks to the provision of hospitality service in Nigeria (4 marks)**
  
- 5a. In your own view, describe facility management (FM) as relates to your studies (10 marks)**
- 5b. Highlight any FIVE functions usually performed by facilities managers in the course of their duties as stated by Hamer (1988) (5 marks)**
- 5c. Mention any FIVE goals of facilities management (5 marks)**