



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

COURSE CODE: HCM340 CREDIT UNIT: 2

COURSE TITLE: HOSPITALITY LAWS AND TRAVELS

TIME ALLOWED: 2 HOURS

Instructions: 1. Attempt question Number one (1) and any other three (3).

2. Question number 1 is compulsory and carries 25 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
 - vi. Hospitality ethics
 - vii. Culinary arts
 - viii. Travel
 - ix. Legal contract
 - x. Hazards (1 mark each X 10= 10 marks).
- b. What are the two most common hospitality businesses in Nigeria? (2 marks)
- c. Mention two duties of an hotelier to their guest. (4 marks)
- d. List two functions of a culinary artist (4 marks)
- e. Name five purposes and motivation for travelling (5 marks)
2. a. Describe any five steps to improve health and safety in the work place (5 marks)
- b. Explain the five structures and dimension of travel (10 marks)
3. a Define the following legal terms with examples:

- i. Consideration
 - ii. Offer
 - iii. Acceptance
 - iv. Contract basics (1 mark each X 4=4 marks)
 - b. i. Differentiate between tort law and anti-trust law (5 marks)
 - ii. Outline five standards of care as it applies to the hospitality industry (6 marks).
4. a. State and explain four principles of hazard management (8 marks).
- b. What are hazardous substances; state examples. (2 marks)
- c. Highlights the procedures for checking on the welfare of a worker. (5 marks)
5. a. 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? (6 marks)
- b. Describe briefly the two types of contracts applicable to hospitality industry. (4 marks)
- c. What is occupational safety and welfare act and highlight your duties as an employer with respect to this act. (5 marks)
6. a. What is the meaning of IATA? Mention nine of their roles in improving and promoting global travel industry. (10 marks)
- b. What do you understand by discriminatory action, state at least 4 examples. (5 marks)