



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikwe Expressway, Jabi, Abuja
Faculty of Agricultural Sciences

Second Semester Examination, February 2017

Programme: Catering and Tourism Management

Course Code: HCM 340 Credit Unit: 2

Course Title: Hospitality Laws and Travels

Time

Allowed: 2 Hours

Total Score: 100 Marks

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

- 2. Question number 1 is compulsory and carries 40 marks, while the other questions carry equal marks each**
- 3. Present all your points in coherent and orderly manner**

1. a. What are the two most common hospitality businesses in Nigeria? (2 marks)
- b. Mention two duties of an hotelier to their guest. (4 marks)
- c. 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 (2 mark each X 10= 20 marks).
- d. Name five (5) purposes and five (5) motivation for travelling (10 marks)
- e. List two functions of a culinary artist (4 marks)
2. a. Define the following legal terms with examples:
- i. Consideration
 - ii. Offer
 - iii. Acceptance
 - iv. Contract basics (12 marks)
- b. i. Differentiate between tort law and anti-trust law (4 marks each)
- ii. Outline four standards of care as it applies to the hospitality industry (4 marks).
3. 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. (8 marks)
 - c. What is occupational safety and welfare act and highlight your duties as an employer with respect to this act. (5 marks)
- 4.
- a. State and explain four principles of hazard management (12 marks).
 - b. What are hazardous substances; state examples. (3 marks)
 - c. Highlights the procedures for checking on the welfare of a worker. (5 marks)
- 5.
- a. What is the meaning of IATA? Mention nine of their roles in improving and promoting global travel industry. (11 marks)
 - b. What do you understand by discriminatory action, state at least 6 examples. (9 marks)
- 6.
- a. State and describe any five (5) of the steps to improve health and safety in the work place (10 marks)
 - b. Explain the five structures and dimension of travel (10 marks)