



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF AGRICULTURAL SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION**

COURSE CODE: HCM 438

COURSE TITLE: Hotel Supervision and Quality Management

TIME ALLOWED: 2HOURS

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 i. What is staff planning?

ii. State the **reasons** and **key elements** of staff planning.

b. List ten (10) benefits of staff planning.

c. State the types of recruitment and list eight (8) advantages of internal recruitment.

2a. i. Explain the term 'Competitive Advantage'

ii. List the five "competitive forces".

b. i. Define quality Management

ii. State the reasons for quality management.

c. i. What is quality management system?

ii. List ten (10) elements of quality management system.

3a. List the leadership theories

b. Write short notes on the following leadership styles:

i. Laissez-faire leadership

ii. Task-Oriented leadership

iii. Autocratic leadership

c. Itemize six (6) attributes of transformational leadership

4a. Explain the term 'Supervision'

b. List the qualities of a good Supervisor

c. State: i. the types of Supervision.

ii. the foci of Supervision.

5a. Discuss the expectations of any customer taking part in a service encounter in the hospitality industry.

b. What is the importance of customers in service operation?