



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

**COURSE CODE: HCM438**

**CREDIT UNIT: 2**

**COURSE TITLE: HOTEL SUPERVISION AND QUALITY CONTROL**

**TIME ALLOWED: 2hrs**

**Instructions:**

- 1. Attempt any four (4) questions**
- 2. All questions carry equal marks of 25marks**
- each**
- 3. Present all your points in coherent and**
- orderly manner**

1a. Mention and briefly explain the two types of hotels  
(6mks)

b. Discuss the concept for operation of a hotel  
(12½mks)

c. What is a motel?  
(6½mks)

2a. Explain the term 'Supervision'  
(6mks)

b. State: i. the types of Supervision.  
(3mks)

ii. the foci of Supervision.  
(11½mks)

c. List the qualities and the basic functions of a supervisor  
(4½mks)

3a. Define "staff planning" and state its key elements  
(5½mks)

b. Itemize the benefits of staff planning  
(19½mks)

4ai. Define the term "hotel training"  
(1½mks)

- ii. Discuss the general principles of hotel training  
(14mks)
- bi. Itemize the stages of the training process  
(4mks)
- ii. State the aims of evaluating the training process  
(5½mks)
- 5ai. Define quality (1mk)
  - ii. List and explain the fundamentals of quality  
(12½mks)
- bi. What is quality system management?  
(1½mks)
  - ii. List the elements of a Quality Management System  
(10mks)
- 6. Categorize and discuss the barriers to communication  
(25mks)