



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JANUARY/FEBRUARY 2013 EXAMINATION

Course Code: HCM 434 **Credit 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 2 questions carry 20 marks each.
3. Present all your points in coherent and orderly manner.

1a. What is meant by the terms "lodging facilities and lodging industry"?
b. Outline any FOUR features included in the lodging facilities management.
c. Basically, organization of lodging facilities consists of SEVEN departments. Outline these departments and write short note on any FIVE of them, with emphasis on their levels of importance.

2a. Mention any THREE factors affecting and influencing the bankruptcy rate in leisure facility industry in Nigeria?
b. Write short note on the following, as the factors affecting failure rate of leisure facilities in Nigeria:
 (i) Leisure facility density
 (ii) Firm size
 (iii) External factors
 (iv) Competitive environment

3a. What has Nigerian politics got to do with planning and provision of leisure facilities?
b. With the aid of diagram, demonstrate the model of the influences that shape the GM's job as a facility management.
c. How objective is the General Manager in the realms of management?

4a. What is meant by the concept "hospitality services"?
b. List and explain any SIX benefits of hospitality service in Nigeria.
c. Mention FOUR drawbacks to the provision of hospitality service in Nigeria.

5a. Various definitions were provided in the literature about the concept of *facilities management*. In your own view, describe facility management in relation to your studies.
b. According to Hamer (1988), highlight any FIVE functions usually performed by facilities managers in the course of their duties.
c. By implementing a facility management programme, mention any FIVE goals of facilities management.