



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

**COURSE CODE: HCM 438 CREDIT UNITS: 2**  
**COURSE TITLE: HOTEL SUPERVISION AND QUALITY CONTROL**  
**TIME ALLOWED: 2hrs**

**Instructions:** 1. Attempt question number one (1) and any other two (2).

marks  
each.

2. Question number 1 is compulsory and carries 30 while the other 2 questions carry 20 marks

3. Present all your points in coherent and orderly manner.

1a. Define staff planning and 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. Define quality control and list the types.

ii. State the benefits of quality control.

b. State the three major expectations of any customer taking part in a service encounter in the hospitality industry.

3.a. List ten styles of leadership.

b. Discuss any two of the under listed:

i. Autocratic leadership

ii. Bureaucratic leadership

iii. Charismatic leadership

iv. Democratic leadership

4a. Define Quality Management and state the reasons for quality management.

b. What is quality management system?

List ten (10) elements of quality management system.

c. i. Explain the term 'Competitive Advantage'

ii. List the five "competitive force".

- 5a. Explain the term 'Supervision'**
- b. List the qualities of a good Supervisor**
- c. State: i. the types of Supervision.  
ii. the foci of Supervision.**

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