



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Agricultural Sciences, Kaduna
KM 4, Kaduna-Zaria Expressway, Rigachikun Kaduna
POP EXAMINATION 2021

DEPARTMENT--AGRICULTURALECONOMICS AND EXTENSION

LEVEL: 400

COURSE CODE: HCM 438

COURSE TITLE: HOSPITALITY SUPERVISION AND QUALITY CONTROL

INSTRUCTION: ANSWER 3 QUESTIONS ONLY

TIME ALLOWED: 2HRS

QUESTIONS

- 1a. Explain in details the two types of hotel. **4marks**
- 1b. Discuss the types of hotel based on location. **8marks**
- 1c. Highlight the various alternatives available for forming an overall corporate structure for the chain. **6marks**
- 1d. What are the ways staff planning can help departments and divisions to deliver better organizational and administrative outcomes. **6marks**

Total (24marks)

- 2a. Define staff planning. **3marks**
- 2b. Highlight the key elements of staff planning. **3marks**
- 2c. State six benefits of staff planning. **6marks**
- 2d. State three stages of staff planning. **3marks**
- 2e. Explain any four (4) of the following terms on recruitment process.
 - i. Job analysis
 - ii. Lateral hiring
 - iii. onboarding
 - iv. Job specification
 - v. Job description**8marks**

Total (23marks)

- 3a. Explain the following terms:
 - i. Centralized recruitment (3 marks)
 - ii. Decentralized recruitment 3 marks

3b Define job posting **3marks**

3c What are the benefits of the Centralized Form of Recruitment? **5marks**

3d. Highlight four advantages of decentralized recruitment. **4marks**

3e. Identify ways of testing whether candidates meet recruitment requirements. **5marks**

Total (23marks)

4a. Define employee priority posting (3 mks)

4b. State five disadvantages of decentralized recruitment. **5marks**

4c. List three advantages and three disadvantages of external recruitment. **6marks**

4d. Highlight four basic features of recruitment industry. **4marks**

4e. What are the stages of selection and recruitment framework. **5marks**

Total (23marks)