



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja

Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,

PoP Examination Questions, JUNE/JULY, 2020

Set 1

Course Title: Hospitality and Tourism Management

Course Code: HCM348

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hours

INSTRUCTION: Answer compulsory question 1 (25 marks) and any other 3 questions (15 marks each).

SET A

QUESTION ONE (Compulsory)

1a. Explain the term climate and State three importance/influence of climate on man/Tourists (8marks)

1b. List four advantages of use of rail as a means of transportation (8marks)

1c. State the nine (9) characteristics of a good leader. (9marks)

QUESTION TWO

2a. Explain the activities of the following international Organization: Economic Cooperation and Development (OECD) (8marks)

2b. State three qualities for each of the following means of travelling with regards to hospitality and travel management: i.carriages and coaches. ii. Areophane (7marks)

QUESTION THREE

3a. Explain five perceived challenges faced by the accommodation sector due to the immense growth and evolution in the transport sector 10marks

3b. Explain the two major services offered by Cruiseliners 5marks

QUESTION FOUR

- 4a. Explain the uses of maps and Tables in Geography (8marks)
- 4b. Explain the important parts of maps (7marks)

QUESTION FIVE

- 5a. Explain the call systems model theory used in Hospitality operations and various operations performed at different spots (8marks)
- 5b. Explain the importance of the Computer Reservation System in the Hospitality and Tourism Industry (7marks)

QUESTION SIX

- 6a. Explain the activities of these organizations in Hospitality and Travel management: SARE and APOLLO ----- (8marks)
- 6b. State five responsibilities of a Travel Agent ----- (7marks)