



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**Faculty of Agricultural Sciences, Kaduna**  
**DEPARTMENT OF AGRICULTURALECONOMICS AND EXTENSION**  
**2020\_2 EXAMINATION**

**PRORAMME:** HOTEL AND CATERING MANAGEMENT

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

**COURSE CODE:** HCM 438

**COURSE CREDIT UNIT:** 2

**TIME ALLOWED:** 2 HOURS

**INSTRUCTION:** Answer question one (1) and any other three (3) questions

1. a. Discuss the general roles of hotels to the public. **5mks**  
b. Write technical notes on: i. Transient hotel, ii. City centre hotels, iii. Resort hotels, iv. Airport hotels, and, v. Motels. **(20 mks)**
2. a. What is recruitment? **5mks**  
b. Briefly outline any four benefits of centralized form of recruitment. **4mks**  
c. Write short notes on the following recruitment exercises: i. Job analysis, ii. Job description, iii. job specification. **6mks**
3. a. What is supervision? **3mks**  
b. Discuss (i) administrative and (ii) supportive supervision. **4mks**  
c. What are the basic functions of a supervisor? **8mks**
4. a. Discuss extensively (i) communication process and (ii) communication channels. **6mks**  
b. Discuss (i) geographical distance, (ii) the receiver's physiological state and (iii) structure and organization as barriers to communication. **9mks**
5. a. Discuss personnel, welfare and industrial relation aspects of human resource management. **7 mks**  
b. Discourse concisely any eight objectives of human resource management . **8 mks**
6. a. What is total quality management? **4mks**  
b. Highlight at least any five objectives of total quality management. **5mks**

c. Discuss ethics, integrity and trust as components of foundation in total quality management.

6mks