



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**University Village, Nnamdi Azikwe Express Way, Jabi, Abuja**  
**Faculty of Agricultural Sciences**  
**September 2020\_1 Examination**

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

**COURSE CODE: HCM 438**

**Credit Unit: 2**

**Total Score: 70 Marks**

**Time Allowed: 2 Hours**

**Instructions: Attempt four (4) questions. Question1 carries 25 marks, while others carry 15 marks each.**

- 1.a. In what way does the Human Resource Department contribute in successful staff planning? (5 marks)
- b. Use a schematic diagram to show the steps identified for a successful staff planning. (5 marks)
- c. List any fifteen benefits of good staff planning. (15 marks)
2. a. Name two basic types of hotels and give reasons why hotels are classified based on location and type. (5 marks)
- b. What is the basic difference between a hotel and a motel? (5 marks)
- c. Briefly differentiate between city centre hotels from resort hotels. (5 marks)
- 3.a. What is staff planning? (5 marks)
- b. How does staff planning help in the hospitality industry to deliver better (I ) Organizational out comes (ii) Administrative outcomes? (5 marks)
- c. Outline the key players for a good staff planning? (5 marks)
- 4.a. How job applicants are formally employed into employments? (5 marks)
- b. Distinguish between centralized and decentralized forms of recruitments. (5 marks)
- c. What are the benefits of centralized form of recruitment? (5 marks)
- 5 a Distinguish between internal and external recruitment as it applies to hospitality industry. (5 Marks)
- b.. What are the merits and demerits of external recruitment. (5 marks)
- c. Why do some establishments go for internal recruitment? (5 marks)

6a. Briefly explain each of the following:

- i. Job Analysis,
- ii. Job Description, and
- iii. Job Specification (4 marks, 3 marks, 3 marks respectively)

b. Give at least five reasons why establishment do job analysis.

(5 marks)