



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Agricultural Sciences, Kaduna
KM 4, Kaduna-Zaria Expressway, Rigachikun Kaduna
POP EXAMINATION 2021_2

DEPARTMENT--AGRICULTURALECONOMICS AND EXTENSION

LEVEL: 400

COURSE CODE: HCM 438

COURSE TITLE: HOSPITALITY SUPERVISION AND QUALITY CONTROL

COURSE UNIT: 2

INSTRUCTION: ANSWER ANY THREE (3) QUESTIONS.

TIME ALLOWED: 2HRS

- 1a. Give the reasons why job applicant will be disqualified for employment. **5marks**
- b. Explain the general principles of hotel training. **8marks**
- c. Discuss four stages of training process. **8marks**
- d. Highlight three (3) aims of evaluating process. **3marks**

Total (24marks)

- 2 a. Explain the three basic elements of basic process. **6marks**
- b. Discuss four (4) main leadership theories you know. **9marks**
- c. List ten qualities of a good leader. **10marks** **Total= 23marks**

3a. Explain the following terms:

- i. Autocratic leadership
- ii. Bureaucratic leadership
- iii. Charismatic leadership
- iv. Democratic leadership or participative leadership
- v. *Laissez-faire* leadership

10marks

3b. Briefly explain five (5) reasons why business management system identifies and manages organizational risk. **10 marks**

3c. Highlight any three (3) principles of quality in operational management. **3marks**

Total= 23marks

4 a. What are the attributes that quality achieves in operations management? **4marks**

4 b. List ten (10) quality management techniques used in business operations. **10 marks**

4c. Explain quality management system. **3marks**

4d. Explain three (3) roles of customers in service operation. **6marks**

Total (23marks)