



2021_2 EXAMINATION
NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF TOURISM STUDIES

Course Title: **Hospitality and Travel Management**

Course Code: **TSM 348**

Course Unit: **2**

Time Allowed: **2: 00hrs**

Instruction: Answer any three (3) Questions

Question (1a). Briefly describe two (2) relevance of rail to accommodation in the tourism industry **(2.3 marks)**

Question (1b). Explain seven (7) importance of automobile to the development of accommodation and the hotel and tourism industry **(21 marks)**

Question (2a). Explain three (3) segments of cruise market **(15 marks)**

Question (2b). Describe the current trend in cruise industry **(2.3 marks)**

Question (2c). List three (3) importance of cruise industry **(6 marks)**

Question (3a). Explain six (6) major parts of a map **(12 marks)**

Question (3b). Briefly explain the term 'ICAO' **(5.3 marks)**

Question (3c). As a seasonal practitioner in the hospitality and tourism industry, give three each examples of Primary, Ancillary, and Support services **(6 marks)**

Question (4). Describe the following types of Reservation Systems in the Hospitality and Tourism Industry:

(4a). SABRE **(8 marks)**

(4b). APOLLO **(8 marks)**

(4c). AMADEUS **(7.3 marks)**