



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**FACULTY OF AGRICULTURAL SCIENCES**  
**SECOND SEMESTER EXAMINATION**  
**JANUARY/FEBRUARY, 2018**

**Course Title: LODGING FACILITY MANAGEMENT**

**Course Code: HCM 434**

**Credit Unit: 2**

**Total Score: 70Marks**

**Time Allowed: 2 Hours**

**INSTRUCTION:**

**Answer Compulsory question 1 (25marks) and any 3 questions (15marks each)**

- 1a. Define training method and list the major factors considered in choosing a training method (3½mks)
- b. Explain in-service training and list the types. (9mks)
- c. Discuss the term “managing the risk” (7½mks)
- d. Define a lodging facility and state the two (2) conditions for a hotel to make profit (5mks)
- 2a. Define the following terms:
  - i. Strategy (1mk)
  - ii. Policy (1mk)
  - iii. Planning (1mk)
- b. State six (6) goals of Facility Management (6mks)
- c. List the four (4) areas Lodging Facility Management includes (6mks)
- 3a. State the departments of a Lodging Facility (3½mks)
- b. Explain the function of the General Manager (11½mks)
- 4a. Discuss the term “Span of Control” (12mks)
- b. List operational requirements related to staging special event in leisure facilities (3mks)
- 5ai. List the benefits of Hospitality service (3mks)
- ii. List five (5) permits required for activities associated with an event (2½mks)
- b. Itemize the factors that affect the failure rate of leisure facilities (2½mks)
- c. Explain Competitive Environment (7mks)
- 6a. Define Facility Management as given by Becker (1999) (2mks)
- b. List the five (5) ways managers can give structure to an organization (2½mks)
- c. Itemize:
  - i eleven (11) functions of Facility Managers (5½mks)
  - ii five (5) factors to consider in staging a special event (5mks)