NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF AGRICULTURAL SCIENCES
DEPARTMENT OF AGRICULTURAL ECONOMICS AND EXTENSION
FIRST SEMESTER, 2019

COURSE CODE: HCM438
COURSE TITLE: HOSPITALITY SUPERVISION AND QUALITY MANAGEMENT
CREDIT UNIT: 2
TIME ALLOWED: 2HRS

Instructions: 1. Question one is compulsory and carries 25 Marks

2. Attempt any other three questions (15 marks each)

3. Present all your points in a coherent and orderly manner.

QUESTION ONE

a. In ten (10) points, describe staff planning.   10marks

b. Explain five (5) ways that can help departments and divisions to deliver better outcomes. 10marks

c. State five (5) benefits of centralized recruitment.   5marks

QUESTION TWO

State: a. Five (5) uses of job analysis.   5marks

b. Five (5) reasons that can disqualify an applicant from being employed. 5marks

c. Five qualities of a transformational leader.   5marks

QUESTION THREE

a. Outline three (3) principles of hotel training. 9marks

b. Suggest six (6) reasons why a properly implemented and effective business management system identifies and manages organizational risks. 6marks

QUESTION FOUR

a. Identify eight (8) principles of quality. 4marks

b. Outline Michael Porter's five (5) forces model. 5marks

c. Explain three (3) expectations of customers in service. 6marks

QUESTION FIVE

a. Analyse three (3) types of supervision. 15marks

QUESTION SIX

Discuss: a. Five (5) benefits of quality control. 10marks

   b. Five (5) conditions for creating good management. 5marks