



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

*University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja*

*Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,*

**2023\_1 POP EXAMINATION<sub>...</sub>**

**Course Title: HOTEL PLANNING AND INTERIOR DECORATION**

**Course Code: HCM 439**

**Credit Unit: 2 Units**

**Total Score: 70 Marks**

**Time Allowed: 2hrs**

**INSTRUCTION: Answer any 3 questions**

- 1a. Write short notes on the following and give 2 examples of each
  - i. Primary colours **3 marks**
  - ii. Secondary colours **3 marks**
  - iii. Tertiary colours **3 marks**
- 1b. Briefly describe the following with regards to hotel business management
  - i. Control **4 marks**
  - ii. Policies in planning **5 marks**
- 1c. Identify 3 consequences of taking a wrong approach to planning and control **3 marks**
- 1d. Identify any three (3) types of function/meeting spaces a hotel could have **3 marks**
  
- 2a. Write short notes on the following concepts in hotel business management
  - i. Rules **4 marks**
  - ii. Procedures **4 marks**
  - iii. Standards **4 marks**
- 2b. Identify any 3 areas in housekeeping unit in the hotel industry **3 marks**
- c. Briefly describe any 5 points the architect must consider in hotel site design **8 marks**
  
- 3a. Briefly highlight any 2 ways increase in profit can come about **3 marks**
- 3b. Briefly explain how a hotel receptionist can use communication skills to exhibit good salesmanship **3 marks**
- 3ci. Highlight the main reason behind the early success of motels **2 mark**
- 3cii. Give 5 practical examples to illustrate your answer in 4ai above **5 marks**
- 3d. Identify 3 factors that affect the density and height of a building **3 marks**
- 3e Give the formula for calculating profit **4 marks**
- 3 f. Write briefly on “special ad hoc plans” **2 marks**

4a. When establishing a hospitality outfit, briefly describe how you can get customer preferences

**10 marks**

4b. Briefly explain how the following advantages of computers facilitates smooth running of hotel operations

i. Better file management

**4 marks**

ii. Reduced float

**4 marks**

iii. Release of personnel for more people-oriented tasks

**2 marks**

4c. Give 2 simple illustrations of how computers help hotels to improve their services

**2 marks**

4d. Management is said to have three (3) primary roles, mention any one (1)

**1 marks**