



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja
Dept. of Agricultural Economics and Extension, Faculty of Agricultural Sciences,
2024_2 EXAMINATION

Course Code: **HCM 434**

Course Title: **Lodging Facilities Management**

Credit Unit: **2 Units**

Total Score: **70 Marks**

Time Allowed: **2hours**

INSTRUCTION: Answer compulsory question 1 (30 marks) and any other 2 questions (20 marks each)

- 1a In four (4) sentences describe a lodging facility. **4marks**
- 1b. Analyse, in five (5) sentences the important qualities of a good general manager. **5marks**
- 1c. Identify any three (3) key facilities issues for the future trend in facilities management. **6marks**
- 1d. Categorize in-service training into five (5) different types. **5marks**
- 1e. Highlight any five (5) duties of the room department in the lodging facilities. **5marks**
- 1f. State five (5) advantages of “goals” **5marks**
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- 2a. Analyze three (3) main factors to which leisure facilities failures could be attributed **3marks**
- 2b. Write a short note on “firm Size” **5marks**
- 2c. Highlight 3(three) areas each on which (i) Skill training (ii) Attitude training for employees could be focused. **6marks**
- 2d. Name and describe two (2) general groups into which the departments in a hotel facility could be classified. **6marks**
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- 3a. Mention any eight (8) factors to consider when staging a special event. **8marks**
- 3b. In four (4) sentences, explain the term “Policy” **4marks**
- 3c. Highlight four (4) major factors to consider when selecting training method. **4marks**
- 3d. Write a short note on “Competitive Environment” of a leisure facility. **4marks**
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- 4a. Write the full meaning of the following abbreviations: IFMA; BIFM and RICS **6marks**
- 4b. Identify three (3) subdivisions of goals **3marks**
- 4c. Categories into three (3), the types of training required by hospitality employees. **3marks**
- 4d. Highlight eight (8) factors to which poor management of a leisure facility could be attributed **4marks**
- 4e. Mention any two (2) benefits of tourism to the host community **2marks**
- 4f. Mention any two (2) real business areas of facilities management **2marks**