



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village Nnamdi Azikwe Expressway Plot 91 Cadastral Zone, Jabi Abuja.
Department of Agricultural Economics and Extension, Faculty of Agricultural Sciences.
2024_2 EXAMINATION

Course Code: HCM 438

Course Title: Hospitality Supervision

Credit Unit: 2 Units

Total Score: 70 marks

Time Allowed: 2hrs

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

- 1a. Highlight on the qualities of management systems (8marks)
- 1b. Differentiate between internal and external quality control (4marks)
- 1c. List the key elements of staff planning (10marks)
- 1d. Mention the four basic features of recruitment industry (8marks)

- 2a. State 8 benefits of staff planning (8marks)
- 2b. Identify and discuss on the various types of supervisions (4marks)
- 2c. Highlight 4 differences between recruitment and selection of staff (8marks)

- 3a. Outline the benefits of quality control in an industry (5marks)
- 3b. What is formal organization? (3marks)
- 3c. Enumerate at least 5 features of human resource management (12marks)

- 4a. List the basic features of formal organization (5marks)
- 4b. Vividly discuss on the principle of hotel training (12marks)
- 4c. What is quality management system? (3marks)