



NATIONAL OPEN UNIVERSITY OF NIGERIA

*University Village Nnamdi Azikwe Expressway Plot 91 Cadastral Zine, Jabi Abuja.  
Department of Agricultural Economics and Extension, Faculty of Agricultural Sciences.*

**2025\_2 EXAMINATIONS**

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**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. Differentiate between hotel and motel (4marks)
- 1b. State three advantages of internal recruitment (6marks)
- 1c. Explain the term staff planning (5marks)
- 1d. Outline five objectives of job analysis (15marks and three marks for each correct point).
  
- 2a. Discuss on the followings (i) Onboarding (ii) Recruitment (4marks)
- 2b. State five reasons why a job applicant can be disqualified for employment (10marks)
- 2c. Outline 6 common barriers of effective communication (6marks)
  
- 3a. Differentiate between recruitment and selection (6marks)
- 3b. What is competitive advantage? (4marks)
- 3c. List and explain the two types of communication based on the purpose and style (10 marks)
  
- 4a. Briefly discuss on the concept of hotel training (4marks)
- 4b. Who is a Leader? (4marks)
- 4c. Differentiate between power and authority with examples (8marks).
- 4d. Outline four qualities of a supervisor (4marks)