



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,

2025_2 EXAMINATIONS

Course Code: **HCM 434**

Course Title: **Lodging Facilities Management**

Credit Unit: **2 Units**

Time Allowed: **2hours**

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

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| 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 |