



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**Faculty of Management Sciences**

Department of Hospitality and Tourism

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<b>QUALIFICATION : Bachelor of Tourism/Hospitality Management</b>	
<b>QUALIFICATION CODE: 07BOTM</b>	<b>LEVEL: 7</b>
<b>COURSE: Hospitality and Tourism Management</b>	<b>COURSE CODE: HTM710S</b>
<b>DATE: June 2019</b>	<b>SESSION: Theory</b>
<b>DURATION: 2 Hours</b>	<b>MARKS: 100</b>

**FIRST OPPORTUNITY EXAMINATION PAPER**

**EXAMINER:** Dr Simon Chiutsi

**MODERATOR:** Ms. Ketiya Catherine Sunde

**THIS EXAMINATION PAPER CONSISTS OF 2 PAGES  
(INCLUDING THIS FRONT PAGE)**

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**INSTRUCTIONS**

1. Answer all the questions.
2. Each question carries 20 marks
3. Read all the questions carefully before answering.
4. Marks for each question are indicated at the end of each question.
5. Please ensure that your writing is legible, neat and presentable.

**Question 1**

Discuss the four general skills necessary for becoming a successful manager in the hospitality and tourism industry

**(20 Marks)**

**Question 2**

Evaluate the management implications of a diversified workforce in the hospitality and tourism industry.

**(20 Marks)**

**Question 3**

**3.1** In the context of a tourism and hospitality enterprise of your choice, classify the main levels of management and outline the primary responsibility of each management level.

**(10 Marks)**

**3.2** With reference to Hospitality and Tourism industry examples, discuss the benefits and challenges of delegation.

**(10 marks)**

**Question 4**

'The emergence of the new-tourist or modern traveler has brought along new demands for management in the tourism and hospitality industry' As a newly appointed General Manager of NUST Hotel School, discuss how you would deal with some of the demands associated with the modern traveler

**(20 Marks)**

**Question 5**

Explain the significance of the four main management processes in a tourism and hospitality organisation of your choice. Provide examples.

**(20 Marks)**

**TOTAL MARKS: 100**