



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION: BACHELOR OF HOSPITALITY	
QUALIFICATION CODE: 27BHMN	LEVEL: 7
COURSE CODE: HOM 410S	COURSE NAME: HOSPITALITY OPERATIONS MANAGEMENT
SESSION: JUNE 2019	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	MR G. CLOETE
MODERATOR:	MRS C. SUNDE

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ONLY 4 questions.2. Write clearly and neatly.3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

Question 1

- a) Hospitality Organisational structures plays a vital role in the organisation itself. Define organisation structures.

- b) Contrast and compare the variances between organic and mechanistic organisation structures and provide situational examples of each.

25 Marks

Question 2

- a) Categorize the steps of the employment process and provide a detailed explanation of each step.

Question 3

25 Marks

- a) Franchise agreements causes failure in the majority of SME business. Discuss the terms and conditions you can expect to find in a franchise agreement.

- b) What are the responsibilities of the franchisor?

Question 4

25 Marks

- a) Debate some the determinants of labour turnover in Namibian Hotels.

- b) Staffing Hotels plays a vital role and Namibia is no exception. Discuss the elements of hotel staffing to be taken into consideration.

25 Marks

Question 5

- a) Discuss distribution networks in your own words?

- b) Explain the following terms:

1. Consortia

2.3. *Incentive Operators:*

3. *Alliances & Affiliations:*

4. *Reservation Networks:*

25 Marks

[100 Marks]

Good Luck !