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QUALIFICATION: BACHELOR OF HOSPITALITY MANAGEMENT, BACHELOR OF CULINARY ARTS, BACHELOR OF TOURISM, INNOVATION AND DEVELOPMENT	
QUALIFICATION CODE: 07BHOM, 07BCNA, 07BTID	LEVEL: 5
COURSE: FOUNDATIONS OF TOURISM AND HOSPITALITY	COURSE CODE: FTH 510S
DATE: JUNE 2019	SESSION: PAPER 1
DURATION: 2 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION PAPER

EXAMINER: Ms. K. Makuwa

MODERATOR: Mr. G. Cloete

**THIS EXAMINATION PAPER CONSISTS OF 3 PAGES
(INCLUDING THIS FRONT PAGE)**

INSTRUCTIONS

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

Question 1

- 1.1 Define the following terms in your own words. (2)
- a) Hospitality (2)
 - b) Tourism (2)
 - c) Tourist (2)
 - d) Vacant ready/clean (2)
 - e) Stewarding (2)
- 1.2 Explain the relationship between hospitality and tourism? (4)
- 1.3 List the components/ scope of the Hospitality and Tourism Industries and briefly explain each one. (5x2)
- 1.4 Provide reasons why people travel? (5)
- 1.5 Explain the positive and negative effects of tourism to Namibia. (6)

Question 2

- 2.1 Mention 3 types of tourism. (3)
- 2.2 What does HAN stand for? (1)
- 2.3 What is the aim of HAN? (2)
- 2.4 List the four main characteristics which distinguishes tourism and hospitality products from manufacturing products and mention two points under each characteristic. (12)
- 2.5 List ten types of accommodation. (10)
- 2.6 Briefly describe the following establishments and give one local example.
- i. Resort Hotel (2)
 - i. Convention Hotel (2)
 - ii. Hotel Pension (2)
 - iii. Casino Hotels (2)

Question 3

- 3.1 List the seven departments in a hotel. (7)
- 3.2 Hotel executives meet on a regular basis. Who are the hotel executives? Outline what they discuss at their meetings? (6)
- 3.3 Hotels can be classified by their ownership, mention and briefly describe the three classes of ownership? (6)
- 3.4 There different are modes/methods of managing a hotel mention them. (3)
- 3.5 List two types of food and beverage services and provide an example of each one. (2)
- 3.6 Explain what is table service? (5)

TOTAL

100 MARKS