



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Management Sciences

Department of Hospitality and Tourism

Beethoven Street
Private Bag 13388
Windhoek
NAMIBIA

T: +264 61 207 2093
F: +264 61 207 9093
E: dht@nust.na
W: www.nust.na

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: FTH510s
DATE: JULY 2019	SESSION: PAPER 2
DURATION: 2 Hours	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER

EXAMINER: Ms. K. Makuwa

MODERATOR: Mr. G. Cloete

**THIS EXAMINATION PAPER CONSISTS OF 2 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.

- a) Table service (2)
- b) Buffet service (2)
- c) Room service (2)
- d) Fast food service (2)
- e) Stewarding (2)

1.2 Why do people travel? (8)

1.3 Tourism can be categorized in 5 different ways, mention them and explain each one briefly? (10)

1.4 Discuss the four main characteristics which distinguishes tourism and hospitality products from manufacturing products. (12)

1.5 Hospitality consists of two major components, mention them and provide examples under each component. (8)

Question 2

2.1 List four types of accommodation (6)

2.2 Describe the following types of hotels: (8)

- i. Resort hotels
- ii. Convention hotels
- iii. Pension hotels
- iv. Casino hotels

2.3 Explain the duties of the GM. (5)

2.4 Discuss the difference between a travel agent and a tour operator? (6)

Question 3

3.1 Explain the advantages and disadvantages of franchising to the franchisor (6x2)

3.2 Identify factors that determine the prices of accommodation/lodging. (10)

3.3 Discuss the functions of the maintenance department. (5)

TOTAL

100 MARKS