NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION
DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : BACHELOR OF TOURISM, INNOVATION AND DEVELOPMENT, BACHELOR OF HOSPITALITY MANAGEMENT, BACHELOR OF CULINARY ARTS	
QUALIFICATION CODE: 07BTID, 07BHOM, 07BCNA	**LEVEL:** 7
COURSE CODE: FTH510S	**COURSE NAME**: FOUNDATIONS OF TOURISM AND HOSPITALITY
SESSION: JUNE 2024	**PAPER:** THEORY (PAPER 1)
DURATION: 2 HOURS	**MARKS:** 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MS. H. N. SHIYANDJA
MODERATOR:	MRS. K. N. TSHITUKENINA

INSTRUCTIONS
1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.
4. Leave a line between answers.

PERMISSIBLE MATERIALS

1. No additional material required.

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

Questions

Question 1   (5 x 2 =10)

1.1 What is hospitality in your own words? (2)

1.2 What is the hospitality industry? (2)

1.3 What is tourism in your own words? (2)

1.4 What is the tourism industry? (2)

1.5 What is an intangible product and give an example of an intangible product? (2)

Question 2   (5 x 2 = 10)

2.1 Mention 5 tourism sectors. (5)

2.2 Shortly explain the background of Namibian Hospitality and Tourism Industry. (5)

Question 3   (15 Marks)

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

3.2 Explain the legal and policy instruments for the tourism sector in Namibia. (5)

Question 4   (10 Marks)

5.1 Mention some recreation that tourists can be engaged in? (5)

5.2 What is the difference between a tour operator and a travel agent? (2)

5.3 What does NTB stand for (1)

5.4 What are responsibilities of NTB? (2)

Question 5   (23 Marks)

5.1 Mention five modes/types of hotel Management (5)

5.2 List the types of food and beverage service styles. (7)

5.3 What are the responsibilities of the Hotel Executives? (11)

Question 6   **(32 Marks)**

6.1 Mention and explain 3 Public and Private sector facilitators in Namibia. (9x9=18)

6.2 Explain what is meant by public sector support services. (7x2=14)

TOTAL = 100