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: JULY 2024	PAPER: THEORY (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY 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 EMORANDUM CONSISTS OF 2 PAGES (Excluding this front page)

Question 1   (5x2=10)

2.1 What is the relationship between hospitality and tourism? (4)

2.2 State any 6 reasons why people travel? (6)

Question 2   (23 Marks)

2.1 Mention 7 main departments in the hotel. (7)

2.2 Distinguish between revenue and support/cost centres? (4)

2.3 Provide examples of revenue and support/cost centres? (8)

2.4 What is the difference between back of house and front of house and give an example
of each one? (4)

Question 3   (27 Marks)

3.1 Explain the main functions of front office? (5)

3.2 Discuss the duties of the general manager. (5x2)

3.3 Housekeeping has 2 main roles, mention, and discuss them? (8)

3.4 What determines the price of lodging/accommodation/rooms? (4)

Question 4   (27 Marks)

4.1 What factors influences tourist's choices of transportation modes? (4)

4.2 Compare and contrast Tour Operators versus Travel Agents. (6)

4.3 Name and explain sectors of the Tourism Industry. (6x2=12)

4.4 In order to be a tourist, you have to travel, so transportation is one of the major
components of the tourism product. Explain! (5)

Question 5   (13 Marks)

5.1 Discuss the advantages and disadvantages of franchising to the franchisee? (4x2=8)

5.2 List the market segments or type of customers in food and beverage services. E.g., hotel
market? (5)