



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

<b>QUALIFICATION : BACHELOR OF TOURISM, INNOVATION AND DEVELOPMENT, BACHELOR OF HOSPITALITY MANAGEMENT, BACHELOR OF CULINARY ARTS</b>	
<b>QUALIFICATION CODE: 07BTID, 07BHOM, 07BCNA</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: FTH510S</b>	<b>COURSE NAME: FOUNDATIONS OF TOURISM AND HOSPITALITY</b>
<b>SESSION: JULY 2025</b>	<b>PAPER: THEORY (PAPER 2)</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	MS. H. N. SHIYANDJA
<b>MODERATOR:</b>	MRS. K. N. TSHITUKENINA

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all questions carefully before answering.</li><li>3. Number the answers clearly.</li></ol>

**PERMISSIBLE MATERIALS**

No additional material required.

**THIS QUESTION PAPER CONSISTS OF 2 PAGES** (Including 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 found 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 the back of the house and front of house departments and give examples of each. (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)