



**NAMIBIA 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: JUNE 2022</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

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

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li><li>4. Leave a line between answers.</li></ol>

**PERMISSIBLE MATERIALS**

1. No additional material required

**THIS QUESTION PAPER CONSISTS OF 2 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 and what is its responsibilities. (2)

### Question 5

(23 Marks)

- 5.1 Mention five modes/types of hotel Management (5)
- 5.2 List the types of food and beverage services. (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**