



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**TOURISM AND HOSPITALITY MANAGEMENT, PROFESSIONAL COOKERY,
FOOD AND BEVERAGE SERVICE, BAKING TECHNOLOGY AND MANAGEMENT**

MODULE: Fundamentals of Hospitality Computing PAPER NO: 333/22/M09B

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

1. PC loaded with the following packages:
 - Word processing package.
 - Spreadsheet package.
 - Database package.
 - Presentation package.
2. Printer, bond paper and storage devices
3. Serialised HEXCO cover

INSTRUCTIONS TO CANDIDATE

1. Answer all questions.
2. Each question carries 25 marks.

This paper consists of 5 printed pages.

QUESTION 1

Presentation applications have become of relevant use in the hospitality and tourism industry. Examine the following information and perform the required tasks:

- i) AI in the Hospitality Industry
By < candidate number >
- ii) Contents
 - Hotel operations
 - Hotel Revenue Management
 - Hotel Marketing
 - Hotel sales and MICE
 - Guest Experience
 - Human Resources and labour
 - Large chains
- iii) Hotel Operations

AI has automated repetitive tasks such as bookings, check ins, payments and free up staff to focus on key primitive tasks. Guests use Chatbots and virtual assistants.

REQUIRED:

- a) Use the previous information to create and type three (3) slides guided by Roman Numerals (i) to (iii) above. Save it as “AI 01” and print a copy.
(15 marks)
- b) Save the presentation as “AI 02” and perform the following changes:
 - i) Embolden, font Algerian, size 28 on the 2nd slide. (3 marks)
 - ii) Insert an autoshape as 4th slide. (2 marks)
 - iii) Apply background on all slides. (2 marks)
 - iv) Include candidate number on all slides as header or footer. (2 marks)
 - v) Print a copy. (1 mark)

QUESTION 2

You are the manager at Swiss Hotels and required to generate Payroll sheet based on the given information and perform the required computations using a spreadsheet application.

Employee Name	Hrs worked	Hierarchy
Themba	18	Asst Manager
Mikayla	24	Asst Manager
Zenzo	18	Supervisor
Chipo	20	Chief
Lot	22	Supervisor
Rudo	16	Chef

- Basic pay for Asst Manager is \$300; for Supervisor is \$260 and for Chef is \$240 respectively.
- Normal working hours for every employee is 15 hours. Any hours above that is treated as overtime hours.
- Overtime Pay is 5% of Basic Pay $\times$ Over time hours
- Gross Pay = Basic Pay + Overtime pay
- Tax = 2% of Gross Pay
- Net pay = Gross Pay – Tax

- a) Type the Payroll sheet and print. Save it as “Sheet 01”. (4 marks)

NB: Save the spreadsheet again as “sheet 02” before attempting (b).

- b) Using the previous information, put the corresponding headings and compute the following for each employee.

- i) Basic pay (2 marks)
- ii) Overtime hours (2 marks)
- iii) Overtime pay (2 marks)
- iv) Gross pay (2 marks)
- v) Tax (3 marks)
- vi) Net pay (3 marks)

- c) Insert Course and candidate # as header. (2 marks)

- d) Generate a line graph for the Payroll sheet using Hierarchy, Basic pay, Overtime Hours and overtime pay. (7 marks)

- e) Make a print out in Landscape. (1 mark)

QUESTION 3

- a) Using Word processing application, type the following document with Font “Times New Roman”, Font size 12 and save it as “Artificial Intelligence One” and print a copy. (12 marks)

AI in Hospitality

In an era of rapid technological advancements, the hospitality industry is embracing Artificial Intelligence (AI) to simulate guest experience. AI technologies offer tremendous potential for enhancing efficiency, personalization and guest satisfaction across various sectors within hospitality.

- > Streamlining operations and efficiency.
This enables efficient and seamless experiences for both guests and staff. automated systems powered by AI in hotels can optimize inventory, monitor and control energy usage and streamline housekeeping schedules.
 - > Personalized guest experiences
AI enables hotels to offer highly personalised guest experiences by leveraging AI-driven guest profiling and recommendation system. Chatbots and virtual assistants can answer queries and deliver personalized Recommendations
 - > Enhance customer service
 - > Smart marketing and revenue management
 - > eCheck in and eCheck out
- b) Save the document as Artificial Intelligence Two and perform the following: (1 mark)
- c) Centre align the heading, font Algerian, size 20 and underlined. (4 marks)
- d) Insert a page border. (2 marks)
- e) Insert or draw any autoshape under the category “stars and banners”. (2 marks)
- f) Put your course as header and candidate number as footer. (2 marks)
- g) Make a print out. (2 marks)

QUESTION 4

Use a database application to attempt the part questions below. Make sure you include your candidate number on the table name, query name, report name and form name.

- a) Create a database called "Student Details candidate number". (2 marks)
- b) Create a Table called "Student Table candidate number" with the information below. (10 marks)

Name	Gender	Department	Level	Fees
Thando	M	Tourism	NC	200
Mandla	M	Tourism	ND	250
Lisa	F	ICT	ND	250
Chipo	F	Cosmetology	NC	200
Praise	F	ICT	HND	300
Thamu	M	Electrical	NC	200

- c) Create a query titled "Tourism Student candidate number" that shows all students from the Tourism Department and print. (3 marks)
- d) Create a query titled "Names with candidate number" to display students whose names begin with "Th" and print. (3 marks)
- e) Make a query showing male students at NC Level. Make a print out. (4 marks)
- f) Print a report showing Name, Gender and Department of all students. (3 marks)

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