



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

MODULE: Tourism Operations

PAPER NO: 333/22/M01

DURATION: 3 hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer all questions.**
- 2. Start each question on a fresh page.**

QUESTION 1

- a) Explain the following terms as they apply in tourism:
- i) Outbound tourism
 - ii) Ecotourism
 - iii) Attractions
 - iv) Explorer
 - v) Endangered species (10 marks)
- b) Outline any five (5) reasons that have led to the growth of tourism in Zimbabwe. (10 marks)
- c) Give two (2) examples of attractions found in Zimbabwe under the following headings:
- i) National parks (2 marks)
 - ii) Botanical gardens (2 marks)
 - iii) Sanctuaries (2 marks)
 - iv) Recreational areas (2 marks)

QUESTION 2

- a) Distinguish manmade attractions from natural attractions. (2 marks)
- b) Examine five (5) points to bear in mind when choosing a transport mode in tourism. (10 marks)

QUESTION 3

- a) Enumerate two (2) advantages of using the following modes of transport in tourism:
- i) Air (2 marks)
 - ii) Road (2 marks)
 - iii) Rail (2 marks)
- b) Distinguish between superstructure and infrastructure. (4 marks)

QUESTION 4

- a) Highlight five (5) reasons why travellers use travel agencies. (5 marks)
- b) Outline any five (5) demerits of using sea transport in tourism. (5 marks)

QUESTION 5

- a) Describe five (5) strategies being used by Zimbabwe Tourism Authority to market Zimbabwe as a tourism destination. (10 marks)
- b) Identify any five (5) endangered species in Zimbabwe. (5 marks)

QUESTION 6

- a) Expand the following abbreviations of professional and trade organisations in the Tourism and Hospitality industry in Zimbabwe:
 - i) BOAZ
 - ii) HAZ
 - iii) ZATSO
 - iv) CAZ(5 marks)
- b) Explain three (3) hunting ethics applicable in Zimbabwe. (3 marks)
- c) Describe two (2) advantages of horizontal integration. (2 marks)

QUESTION 7

- a) Explain the traditional distribution channel with the aid of a diagram. (5 marks)
- b) Examine three (3) positive and two (2) negative economic impacts of tourism. (5 marks)

QUESTION 8

- a) Outline five (5) factors that influence a tourist's choice of a destination. (5 marks)
- b) Name five (5) tourism related legislations operational in Zimbabwe. (5 marks)

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