



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**PROFESSIONAL COOKERY, TOURISM AND HOSPITALITY MANAGEMENT,
FOOD & BEVERAGE SERVICE**

SUBJECT: Hospitality Communication 1 PAPER NO: 333/22/M08A

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

Answer booklet

INSTRUCTIONS TO CANDIDATE

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

This paper consists of 3 printed pages.

QUESTION 1

Briefly explain the following types of non-verbal communication:

- a) Facial expression (4 marks)
- b) Posture (4 marks)
- c) Gestures (4 marks)
- d) Eye contact (4 marks)
- e) Proximity (4 marks)

QUESTION 2

- a) Graphic communication is commonly used in communication in the Tourism Industry. Explain the term graphic communication with the aid of an example. (3 marks)
- b) Explain four (4) advantages of using graphic communication in an oral presentation. (3 marks)
- c) List any three (3) examples of graphic communication. (4 marks)

QUESTION 3

As the cost controller of an organisation, you have been asked by the accountant to inform staff members about the upcoming stock take. Write a memorandum highlighting how the stock take is going to be carried out. (20 marks)

QUESTION 4

You are the communications manager at a local establishment. Your client ordered some packed lunches with drinks from you. However, you have received a complaint from her that some of the food had gone bad.

Write a letter of adjustment to your loyal client. (20 marks)

QUESTION 5

- a) Outline the steps one takes when preparing a speech. (5 marks)
- b) Clarify the following speech delivery types:
 - i) Impromptu speech (2 marks)
 - ii) Manuscript speech (2 marks)

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| iii) | Extemporaneous speech | (2 marks) |
| iv) | Memorised speech | (2 marks) |
| v) | Entertainment speech | (2 marks) |

QUESTION 6

- a) Discuss any five (5) key elements of an employment advertisement. (10 marks)
- b) i) Explain the purpose of an interview. (2 marks)
- ii) List any three (3) types of interviews. (3 marks)

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