



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Tourism and Travel

PAPER NO: 534/15/S05

DURATION: 3 Hours

MARCH/APRIL 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer ANY FIVE (5) questions.

This paper consists of 2 printed pages.

QUESTION 1

Describe the objectives of RETOSA in a bid to market the SADCC region as a tourist destination. (20 marks)

QUESTION 2

Explain the responsibility of the following tour operators:

- (a) Mass market (5 marks)
- (b) specialist (5 marks)
- (c) domestic (5 marks)
- (d) inbound / incoming (5 marks)

QUESTION 3

Examine the benefits of integration in the tourism industry. (20 marks)

QUESTION 4

- (a) Explain the role of computer information systems in travel agency business. (10 marks)
- (b) Highlight any five (5) advantages and five (5) disadvantages of franchised travel agencies. (10 marks)

QUESTION 5

Evaluate any five (5) advantages and five (5) disadvantages of using travel agencies in the tourism distribution channel. (20 marks)

QUESTION 6

Discuss and justify the five (5) air transport regulations of Yamoussaukro Declaration. (20 marks)

QUESTION 7

Analyse the factors affecting tourism growth in Southern Africa. (20 marks)