



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 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries twenty (20) marks.
3. Start each question on a fresh page.

QUESTION 1

- a) Examine five (5) major problems faced by TFCAs in the SADC region. (10 marks)
- b) Explore the benefits associated with regional tourism development. (10 marks)

QUESTION 2

- a) Explain the benefits of taking over an existing travel agency business over starting from scratch. (10 marks)
- b) Define the following terms in tour operation business:
 - i) Tour brochure (2 marks)
 - ii) Itinerary (2 marks)
 - iii) Package tour (2 marks)
 - iv) Travel expo (2 marks)
 - v) Overseas representative (2 marks)

QUESTION 3

- a) Examine the four (4) main types of tour operators. (8 marks)
- b) Explain six (6) major components of all inclusive package tours. (12 marks)

QUESTION 4

- a) Justify the need for airline regulation. (10 marks)
- b) Explain the five (5) airline freedoms. (10 marks)

QUESTION 5

- a) Highlight any five (5) important information needed to make accurate and complete reservations records for airline passengers. (10 marks)
- b) Discuss the assertion that Computer Information Systems (CIS) is vital in the travel agency business. (10 marks)

QUESTION 6

- a) Elaborate any five (5) benefits of participating in travel expos. (10 marks)
- b) Describe the attraction profile of Zimbabwe as a tourist destination within SADC. (10 marks)

QUESTION 7

- a) Explain any four (4) major forms of travel insurance within the tourism and travel industry. (8 marks)
- b) Identify and explain six (6) products and services offered by travel agencies to tourists. (12 marks)

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