



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

MODULE: Tourism and Travel Operations PAPER NO: 534/23/M06
Management

DURATION: 3 hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Start a question on a new page.

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MANAGEMENT

QUESTION 1

Discuss any ten (10) advantages of Transfrontier Conservation Areas (TFCAs).
(20 marks)

QUESTION 2

- a) Explain five (5) benefits of travel organisers to tourists in the tourism industry.
(5 marks)
- b) Identify and explain any five (5) types of travel insurance.
(10 marks)
- c) Highlight five (5) sources of income for a travel agency business.
(5 marks)

QUESTION 3

- a) Discuss any five (5) factors considered when designing a tour brochure.
(10 marks)
- b) Explain any five (5) benefits of tour operators participating in Travel Expos.
(10 marks)

QUESTION 4

- a) Evaluate any five (5) components that are common to all package tours.
(10 marks)
- b) Explain any ten (10) factors considered when developing a well clarified itinerary for an inclusive tour.
(10 marks)

QUESTION 5

- a) Describe five (5) freedoms of the air.
(5 marks)
- b) Discuss any five (5) roles of airlines in tourism development.
(5 marks)
- c) Identify two (2) major roles played by traffic conferences in the airline industry.
(2 marks)
- d) Explain any four (4) factors considered by IATA before registering a travel agency business.
(8 marks)

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QUESTION 6

- a) Examine five (5) roles played by computer information systems in the travel agency business. (10 marks)
- b) Discuss the unique characteristics of city centre travel agency business operations. (5 marks)
- c) Explain any five (5) travel agency books and records. (5 marks)

QUESTION 7

- a) Explain any five (5) factors influencing tour pricing. (10 marks)
- b) Examine any five (5) motivations of travel in the tourism industry. (10 marks)

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