

FIELD: TOURISM AND HOTEL MANAGEMENT

SPECIALTY: TOURISM AND TRAVEL AGENCY MANAGEMENT (TAT)

PAPER: CASE STUDY

Credit value: 14

Objective/s of the paper:

The case study paper is a general testing of the knowledge the student has gathered throughout the two years of study in the specialty.

- ☐ The candidate is expected to have a mastery of the specialty
- ☐ Candidate should master the ethical norms of the industry
- ☐ The skills and business requirements for the profession
- ☐ The candidate has to demonstrate mastery of the specialty to a high level that will necessitate exploration abilities, and actually be able to deal with in-depth aspects of the industry in either crises or developmental mode.

Format of the exam: The Question Paper shall be constituted of an in-depth analyses of a case in point with 5 questions on 100 marks from the 5 core Courses : Introduction to travel and Tourism; Human Resource Management; Ethics in Tourism/ customer relationship management; Tourism destination/ tourism development in Cameroon; Eco Tourism Planning and Development /

Paper	Option	Different Sections of the Paper	Duration	Mark	%
CASE STUDY	TAT	Section I: Introduction to travel and Tourism;	1 hr	15 mks	15%
		Section II: Human Resource Management;	1hr	15 mks	15%
		Section III: Ethics in Tourism/ customer relationship management;	1.5 hrs	25 mks	25%
		Section IV: Tourism destination/ tourism development in Cameroon	1.5 hrs	25 mks	25%
		Section IV: Eco Tourism Planning and Development / Sustainable tourism Planning	1 hr	20 mks	20%
TOTAL			06 HRS	100	100%

Sustainable tourism Planning

Contents of the different sections of the paper:

1. Introduction to travel and Tourism (Course Content ok)
2. Human Resource Management (Course Content)
3. Ethics in Tourism/ customer relationship management (Course Content ok)
4. Tourism destination/ tourism development in Cameroon (Course Content ok)
5. Eco Tourism Planning and Development / Sustainable tourism Planning (Course Content Ok)

PAPER: PRACTICE OF TRAVEL AND TOURISM

Credit value: 07

Objective/s of the paper:

The practice of travel and tourism paper is a general testing of the knowledge the student has gathered throughout the two years of study in the specialty. The candidate is expected to have a mastery of the specialty

Candidate should master the ethical norms of the industry

The skills and business requirements for the profession

The candidate has to demonstrate mastery of the specialty to a high level that will necessitate exploration abilities, and actually be able to deal with in-depth aspects of the industry in either crises or developmental mode.

Nature of the exam: Written

Format of the exam: The Question Paper shall be constituted of MCQ and/or structural and/or essay questions on 100 marks from the 3 core areas: Tourism Operation Management; Travel Agency Management; Culture and Heritage

Exam Paper	Option	Different Sections	Courses	Marks	Duration (mins)	%
Practice Of Travel And Tourism	TAT	Section I:	Travel Agency Management	40	2 hrs	40%
		Section II:	Tourism Operation Management	30	1 hr	30%
		Section III:	Culture and Heritage	30	1 hr	30%
TOTAL					4 HRS	100%

Contents of the different sections of the paper:

1. Travel Agency Management (Course Content as outlined in the new HND syllabi plus; Airfares and Ticketing; Electronic Booking Tools)
2. Tourism Operation Management (Course Content ok)
3. Culture and Heritage (Course Content OK)

PAPER: LEISURE AND TOURISM INDUSTRY

Field: Tourism and Hotel Management

Specialty: Tourism and Travel Agency Management

Option: Tourism and Travel Agency Management

Credit value: 06

Objective/s of the paper:

To have a mastery of the environment, and components that are sources of attractions.

Specifically, the situations should be able to:

- Identify the importance of the course to the community and host country.
- Identify different environments in which it operates
- To establish a good management plan for ecotourism on which local communities and tourists can benefit
- To address some of the important issues relating to hotels, leisure and the tourism industry

Nature of the exam: Written

Format of the exam: The Question Paper shall be constituted of structural and essay questions on 100 marks from the 4 core areas:

SECTION 1.Accommodation Management;

SECTION 2.Hotel and Resort Management ;

SECTION 3.Leisure Industry / Tourism and Globalization ;

SECTION 4.Hotel Health and Safety ;

Contents of the different sections of the paper:

1. Accommodation Management (Course Content OK)
2. Hotel and Resort Management (ok)
3. Leisure Industry / Tourism and Globalization (Ok)
4. Hotel Health and Safety (Ok)

PAPER: HUMAN AND SOCIAL RELATIONS

Credit value: 05

Objective/s of the paper:

The objective of this paper is to test the critical and analytical thinking of the candidate on Human and Social Relations issues. Candidates should be able to identify, critically examine, and propose solutions to Human and Social Relations and communication problems.

Nature of the exam: Written

Format of the exam: The Question Paper shall be constituted of structural and essay questions on 100 marks from the 3 core areas:: Human and Social Relations; Organizational Behavior / Communication Skills; Business communication.

Contents of the different sections of the paper:

SECTION 1.Human and Social Relations (Course Content OK)

SECTION 2.Organizational Behavior / Communication Skills(Course Content OK)

SECTION 3.Business communication(Course Content OK)

PAPER: HISTORY AND GEOGRAPHY OF CAMEROON

Credit value: 09

Objective/s of the paper:

Candidates should prove that they have a general view of the History and Geography of Cameroon and basic notion of mathematical Geography.

Specifically, the candidates should be able to:

- Identify historical destinations in Cameroon.
- Geographical location of touristic sites.
- To know the Legislations of Tourist establishments in Cameroon and
- Economy and tourism issues in Cameroon

Nature of the exam: Written

Format of the exam: The Question Paper shall be constituted on 100 marks from the 3 fundamental areas: History and geography of Cameroon; Legislations of Tourist establishments in Cameroon; Economy and tourism issues

Exam Paper	Option	Different Sections of the Paper	Duration	Mark	%
History and Geography of Cameroon	TAT	Section I: History and geography of Cameroon	1hr	50 mks	50%
		Section II: Legislations of Tourist establishments in Cameroon	1hr	25 mrks	25%
		Section III: Economy and tourism issues	1hr	25 mks	25%
TOTAL			3 HRS	100 mrks	100%

Contents of the different sections of the paper:

1. History and geography of Cameroon
2. Legislations of Tourist establishments in Cameroon
3. Economy and tourism issues

PAPER: TOURISM MARKETING AND MANAGEMENT

Credit value: 09

Objective/s of the paper:

The overall objective of this paper is that students are expected to have a critical understanding of how travel and tourism organizations use marketing techniques and management techniques. Specifically:- Managing finance in tourism, marketing in tourism and Management of large hotel

Code: TAT 15

Nature of the exam: Written

Format of the exam: The Question Paper shall be constituted of structural and essay questions on 100 marks from the 4 fundamental areas: Marketing in tourism; Managing finance in tourism; Mathematics for business and finance; Management of large hotel; principles of micro economics/principles of finance.

Exam Paper	Option	Different Sections of the Paper	Duration/ Section	Mark Allocation	Percentage
Tourism Marketing and Management	TAT	Section I: Marketing in tourism	1.30min	50 mks	50%
		Section II: Managing finance in tourism and Mathematics for business and finance	1H	30 mrks	30%
		Section III: Management of large hotel	30 mins	20 mks	20%
TOTAL			3 HRS	100 mrks	100%

Contents of the different sections of the paper:

1. Marketing in tourism (course content ok)
2. Mathematics for business and finance (course content ok)
3. Management of large hotel(course content ok)
4. Principles of micro economics / principles of finance (Course Content Ok)

SPECIALTY : HOTEL MANAGEMENT AND CATERING (HMC)

PAPER : CASE STUDY

Credits value: 14

Objectives of the Paper

The case study paper is a general testing of the knowledge the student has gathered throughout the two years of study in the specialty.

- ☐ The candidate is expected to have a mastery of the specialty
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Nature of paper: Written

The case study is a written paper. However, it has elements of practice though done in writing

DURATION 6

Format of the Exams: The Question Paper shall be constructed on 100 marks from three core areas:

Paper	Option	Different sections of the paper	Duration	Mark	Percentage
Case study	HMC	SECTION A: Management of Accommodation institutions, creation of enterprises, General accounting and taxations,	2hrs	40	40%
		SECTION B: Human resource Management , Personality and communication development	2hrs	40	40%
		SECTION C: Hotel standard and procedures/ hotel catering law, Basics of foreign language	1hrs	20	20%

Contents of the different sectors of the paper

Section A: Management of Accommodation institutions, creation of enterprises, General accounting and taxations, mathematics and statistics

- ☐ Front Office operations and Management
- ☐ Motivations to the creation of a business

- ☐ Ideas and Evaluation and funding
- ☐ Choice of legal status, ethical aspects of business
- ☐ Preparation of the business plan

SECTION B: Human resource Management , Personality and communication development.

Contents

The questions Must come from the following topics with not more than One from a single topics

Human Resource

- ☐ Recruitment, selection and induction
- ☐ Concepts and process of Human Resource Planning
- ☐ Job Analysis & job descriptions
- ☐ Job evaluation methods
- ☐ Human Resource development in service industry

Part B: Personality and communication Development

- ☐ Personality Development :Physical Aspects of male and female
- ☐ Element of personality development
- ☐ Types of personality Development
- ☐ Hygiene, Habits and fitness
- ☐ Communication Skills,
- ☐ Telephone conversation and non-verbal communication

Part B: Hotel standard and procedures/ hotel catering law and basics of foreign language

The content is ok

PAPER: HOUSE KEEPING AND ACCOMMODATION MANAGEMENT

Credit value: 8

Objectives of the Paper To test the student's abilities and skills in house keeping and maintenance

Nature of paper: Written 4hrs

Format of the Exams: The Question Paper shall be constructed on 100 marks from two core areas as seen below

Contents of the different sections of the paper

HOUSE KEEPING AND ACCOMMODATION TECHNIQUES

Questions MUST come from the following topics with NOT more than ONE from a single topic:

Exam Paper	Option	Different sections of the Paper	Duration per section	Mark allocated	Percentage
House keeping and accommodation management	HMC	Part A: House keeping and Accommodation techniques	2	60	60%
		Part B: Hotel Engineering	2	40	40%

- Cleaning methods and cleaning equipment
- Guests supplies, standard procedures, Linen, linen maintenance and management, Work coordination and records, Housekeeping relationship with other departments, Know the structure and features of the rooms division in hotels, Identify the expectations and needs of different customers.
- Discuss the expectations and needs of different guests
- Describe the organizational structure of the accommodation function in hotels I.e. rooms division. the role of each department in the rooms division of a hotel

Section B: HOTEL ENGINEERING MAINTENANCE

- ☐ Facility maintenance management
- ☐ Maintenance planning
- ☐ Hotel maintenance staff
- ☐ Hotel buildings
- ☐ Water supply systems
- ☐ Fuels used in hotels
- ☐ Fire and fire fighting
- ☐ Heating, Ventilation and Air conditioning
- ☐ Maintenance procedure
- ☐ Energy conservation
- ☐ Pollution

- ☐ Common building defects
- ☐ Safety and security

PAPER: PRACTICE OF HOSPITALITY MANAGEMENT

Credit value: 10

Objectives of the Paper

To test candidates' knowhow on the establishment of a data specification sheet, elements costing and establishment of menu price, and the implementation of the following: Equipment handling and use, food safety and sanitation skills, organizational skills, cooking skills and techniques, taste and presentation skills and table layout and service skills (napping and laying of appropriate covers, appropriate food and beverage service techniques)

Nature of paper: PRACTICAL PAPER

DURATION 5hrs

Format of the Exams: The Question Paper shall be constructed on 100 marks from two core areas as seen below

Exam paper	Option	Different sections of the paper	Duration per section	Mark allocated	Percentage
Practice of hospitality	Hotel management and catering	Part A: draw up	30min	10	10%
		Part B : Practical exercise	3hrs30min	90	90%

CONTENTS OF THE DIFFERENT SECTIONS OF THE PAPER

DRAW-UP

- ☐ Designing a data specification sheet (draw-up)
- ☐ Elements costing
- ☐ Determining menu price

PRACTICAL EXERCISE

- ☐ Preparation and service of at least, three course meals paying attention to the following:
 - Portion size and nutritional balance
 - Ingredient compatibility
 - Flavor, taste, texture and doneness - Serving methods and presentation.

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PAPER: CULINARY THEORY AND CATERING MANAGEMENT

Credit value: 7

Objectives of the Paper: To test Candidates mastery of basic culinary and catering principles, equipment associated with food production, food production techniques and food handling techniques

Nature of paper: Written 4hrs

Format of the Exams: The Question Paper shall be constructed on 100 marks from two core areas as seen below

Exam Paper	Option	Different sections of the Paper	Duration per section	Mark Allocation	Percentage
CTCM	HMC	Part A: Culinary Technology and food production.	2	70	70
		Part B: Food Microbiology/food science/food service safety and sanitation	2	30	70

Contents of different sections of the paper.

CULINARY TECHNOLOGY AND FOOD PRODUCTION

Questions must come from the following TOPICS with not more than ONE question from a SINGLE TOPIC.

- ☐ Kitchen design and layout
- ☐ Equipment used in the kitchen
- ☐ Kitchen organization and brigade
- ☐ Menus
- ☐ Basic culinary preparations
- ☐ Stocks, soups and sauces
- ☐ Cooking methods
- ☐ Chicken, meat, fish, pork, seafood and games cookery
- ☐ Pastry cookery
- ☐ Food costing and control
- ☐ Nutrition

FOOD MICROBIOLOGY/FOOD SCIENCE/FOOD SERVICE SAFETY AND SANITATION

- ☐ Recognition of principles that govern the transformation of food
- ☐ Microorganisms
- ☐ HACCP
- ☐ Food safety (sanitary, safety of culinary productions)
- ☐ Organoleptic properties Waste management

PAPER: BAR-RESTAURANT MANAGEMENT

Credit value: 7

Objectives of the Paper: To test the Understanding of food and beverage operations and Applications

Nature of paper: WRITTEN 4hrs

Format of the Exams: The Question Paper shall be constructed on 100 marks from two core areas as seen below

Exam paper	Option	Different sections of the paper	Duration per section	Mark allocated	Percentage
Bar-Restaurant Management	HMC	Section A: Restaurant Operations	2h30	60	60%
		Section B : Bar Operations	1h30	40	40%

CONTENTS OF THE DIFFERENT SECTIONS OF THE PAPER

Questions must come from the following topics with not more than one from each topic:

A. RESTAURANT OPERATIONS

- ☐ Restaurant premises (location, layout, lighting, décor) and Equipment.
- ☐ Organizational chart, Restaurant personnel and duties of the restaurant staff
- ☐ Coordination between the restaurant and other departments
- ☐ Table settings and different types of table dispositions
- ☐ Types of restaurants and the different forms of catering
- ☐ Menu planning and different types of menus
- ☐ Service techniques and different types of services offered in the restaurant
- ☐ Buffets, Banquet service and event planning ☐ Cocktail service and organization of cocktails
- ☐ Calculating costs and analyzing sales.

B. BAR OPERATIONS

- ☐ Premises and bar equipment
- ☐ Organizational chart and bar personnel ☐ Alcoholic and non-alcoholic drinks ☐ Classification of alcoholic drinks.
- ☐ Principles of alcoholic production and service
- ☐ Wines –characteristics, classification of wines and wine service
- ☐ Bar products and ingredients
- ☐ Cocktails-Types, preparation and service of cocktails

PAPER: TOURISM MANAGEMENT

Credit value: 4

Objectives of the Paper. To test the student's abilities and skills on tourism issues

Nature of paper: Written

Format of the Exams: The Question Paper shall be constructed on 100 marks from two core areas as seen below

ExamPaper	Option	Different section of the Paper	Duration per section	Mark allocation	Percentage
TOURISM MANAGEMENT	HMC	Part A: introduction to tourism	1 hour 30minutes	50	50%
		Part B: Economy and issues of tourism	1 hour 30minutes	50	50%

Contents of the different sections of the paper. Ok