ZIMBABWE

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

HIGHER EDUCATION EXAMINATIONS COUNCIL (HEXCO)

NATIONAL CERTIFICATE

IN

BANKING AND FINANCE

MODULE: Front Office Management **PAPER NO: 355/22/M02**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five questions.
2. All questions carry equal marks.

PAPER NO: 355/22/M02 – FRONT OFFICE MANAGEMENT

QUESTION 1

Identify and explain any ten importances of maintaining an up-to-date asset register within a company. (20 marks)

QUESTION 2

Outline and explain any five types of foreign market risks faced by international financial organisations. (20 marks)

QUESTION 3

(a) Explain five reasons why a business may open a nostro account. (10 marks)

(b) Explain the two differences between Nostro and Vostro accounts. (10 marks)

QUESTION 4

Identify and explain the five types of credit facilities that can be processed by banks under their loans portfolio. (20 marks)

QUESTION 5

For the purpose of assessing the credit worthiness of a borrower, a banker has to collect information regarding the potential client. Identify and explain any five sources of such information. (20 marks)

QUESTION 6

Define the following terms:-

(a) Foreign exchange market (5 marks)

(b) Inflation (5 marks)

(c) Collateral (5 marks)

(d) International trade (5 marks)

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