



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

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions only.
2. All questions carry equal marks.

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

QUESTION 1

- a) List any five (5) components of a typical asset register. (5 marks)
- b) Explain the benefits of maintain an accurate asset register. (10 marks)
- c) List and explain any two (2) asset register source documents. (5 marks)

QUESTION 2

Explain the three (3) forms of foreign exchange risk. (20 marks)

QUESTION 3

Explain the features of international financial markets. (20 marks)

QUESTION 4

Discuss the merits and demerits of the following types of collateral:

- a) Real estate (5 marks)
- b) Movable property (5 marks)
- c) Shares (5 marks)
- d) Life policy (5 marks)

QUESTION 5

Discuss ratio analysis as a credit evaluation tool. (20 marks)

QUESTION 6

Explain the following terms:

- a) Credit worthiness (4 marks)
- b) Vostro (4 marks)
- c) Nostro (4 marks)
- d) Financial instrument (4 marks)
- e) Purchasing power points (4 marks)