

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD  
UNIVERSITY OF MALTA, MSIDA**SECONDARY EDUCATION CERTIFICATE LEVEL****SEPTEMBER 2015**

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SUBJECT:	<b>Hospitality</b>
PAPER NUMBER:	Synoptic
DATE:	7 <sup>th</sup> July 2015
TIME:	10:00 a.m. to 12:00 noon

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**THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR AFTER THE EXAMINATION.**

You must answer **ALL** the questions contained in this paper.

**Scenario**

The hotel where you work has just recruited new employees for the summer season. Each one of these new recruits will be expected to undergo a full induction training.

You have already been working in this hotel for the past year and have proved yourself to be a valued employee. As a result of your experience and knowledge regarding the hospitality industry, your excellent communication skills and your ability to provide good customer care, the Human Resources Manager has asked you to prepare a presentation/talk. In this presentation/talk that you will give to the new recruits on their first day of induction information regarding the industry and the role that they are about to embark on.

**Learning Outcome 1****Question 1**

The first part of your talk is to ensure that they have a full understating of the Hospitality and Tourism industry.

a. Define the following:

i. Travel \_\_\_\_\_

\_\_\_\_\_  
(1 mark)

ii. Tourist \_\_\_\_\_

\_\_\_\_\_  
(1 mark)

*This question continues on the next page.*

b. There are three types of tourism: Domestic, Outbound and Inbound.

i. Briefly explain the term 'Outbound Tourism'.

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*(2 marks)*

ii. Briefly explain the term 'Domestic Tourism'.

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*(2 marks)*

**Question 2**

It is important that the new recruits have an understanding of the guests and their reason for being at our establishment.

a. Give **three** reasons why people travel for leisure.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_

*(3 marks)*

b. Give **three** reasons why people travel for business.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_

*(3 marks)*

**Question 3**

It is imperative that the new recruits do their part in ensuring the survival of the hotel and the Hospitality and Tourism industry in general, therefore your presentation must ensure a full understanding of sustainable tourism.

a. Describe **four** principles of sustainable tourism.

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*(4 marks)*

b. Describe **four** benefits of sustainable tourism.

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*(4 marks)*

*Please turn the page.*

**Question 4**

Employees working at the reception will be constantly in contact with people from other factions of the Hospitality and Tourism industry.

In your talk, identify the role of Travel agents and Visitor attractions. Give **four** examples for each of the following:

**a. Travel agents**

Role \_\_\_\_\_

\_\_\_\_\_  
*(2 marks)*

Products and/or services

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

*(4 marks)*

**b. Visitor attractions**

Role \_\_\_\_\_

\_\_\_\_\_  
*(2 marks)*

Products and/or services

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

*(4 marks)*

**Question 5**

During your presentation make sure that they are aware of the ever changing environment, and how certain issues are constantly changing which can affect this sector.

- a. Give **five** examples on the impact technology has had in relation to: Airports, Visitor attractions, and accommodation.

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

v. \_\_\_\_\_

*(5 marks)*

- b. Give **two** examples on the issues relating to the environment that have had an impact on tourism development.

i. \_\_\_\_\_

ii. \_\_\_\_\_

*(2 marks)*

**Question 6**

In your talk make sure to:

- a. Evaluate the effect the tourism sector has on the Maltese economy in relation to both direct and indirect employment.

i. Direct: \_\_\_\_\_

\_\_\_\_\_

ii. Indirect: \_\_\_\_\_

\_\_\_\_\_

*(4 marks)*

- b. Evaluate the effect the tourism sector has on the Maltese gross domestic product (GDP).

\_\_\_\_\_

\_\_\_\_\_

*(1 mark)*

**Learning Outcome 2**

In order for the new recruits to understand where your hotel fits into the big picture, make sure you explain to them about different locations, types of hotels and other businesses that your hotel will be competing with for business.

**Question 7**

There are many different types of accommodation providers in Malta, all of different sizes and in different locations.

a. Identify **three** different types of hotels and mention the location where you would expect to find each one.

i. Type: \_\_\_\_\_

Location: \_\_\_\_\_

ii. Type: \_\_\_\_\_

Location: \_\_\_\_\_

iii. Type: \_\_\_\_\_

Location: \_\_\_\_\_

*(6 marks)*

b. Identify **two** different types of businesses providing either food or beverage and mention the location where you would expect to find each one.

i. Type: \_\_\_\_\_

Location: \_\_\_\_\_

ii. Type: \_\_\_\_\_

Location: \_\_\_\_\_

*(4 marks)*

**Question 8**

The majority of the new recruits will be working as operative or craft personnel. Describe **three** responsibilities and a typical work routine for each of the following:

**a. Waiter**

Responsibilities:

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

Work routine: \_\_\_\_\_  
\_\_\_\_\_*(4 marks)***b. Room attendant**

Responsibilities:

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

Work routine: \_\_\_\_\_  
\_\_\_\_\_*(4 marks)***Question 9**

Although these new recruits will all be working in different areas (departments) of the hotel it is important to understand how other departments operate and the roles of the persons working in them.

**a. Explain two different job roles in the Rooms Division.**

i. \_\_\_\_\_

ii. \_\_\_\_\_

*(2 marks)**This question continues on the next page.*

b. What are the job requirements for a restaurant employee in relation to qualities, soft skills and personal presentation? Give **two** examples of each.

**Qualities**

- i. \_\_\_\_\_
  - ii. \_\_\_\_\_
- (2 marks)*

**Soft Skills**

- i. \_\_\_\_\_
  - ii. \_\_\_\_\_
- (2 marks)*

**Personal presentation**

- i. \_\_\_\_\_
  - ii. \_\_\_\_\_
- (2 marks)*

**Learning Outcome 3**

**Question 10**

Good customer care is the most important contributing factor in the success of any business in the Hospitality and Tourism industry. In your presentation:

a. Evaluate the benefits of good customer care for the business in relation to the following:

- i. its financing  
\_\_\_\_\_
  - ii. its reputation  
\_\_\_\_\_
  - iii. repeat business  
\_\_\_\_\_
- (3 marks)*

b. Evaluate the importance of working well as part of a team.

- \_\_\_\_\_
- \_\_\_\_\_
- (2 marks)*



**Question 11**

Using the picture shown, demonstrate to the new recruits the impact that this person’s posture may have when greeting guests:

a. for the employee

\_\_\_\_\_

b. for the hotel

\_\_\_\_\_



*(2 marks)*

**Learning Outcome 4**

All employees, regardless of which area of the hotel they are working in, may at any time be asked by a guest about services available both in house and externally. Make sure that these new recruits are made aware of the environment to enable them to answer any questions the clients may ask.

**Question 12**

a. Give **two** examples of important product knowledge every employee should know.

i. \_\_\_\_\_

ii. \_\_\_\_\_

*(2 marks)*

b. Give **two** examples of services and/or amenities offered externally.

i. \_\_\_\_\_

ii. \_\_\_\_\_

*(2 marks)*

c. Give **two** examples of services and/or amenities offered internally by the business.

i. \_\_\_\_\_

ii. \_\_\_\_\_

*(2 marks)*

*Please turn the page.*

**Learning Outcome 5**

**Question 13**

Communication is an important factor which enables the hotel to meet the needs of its guests. This must be stressed to the new recruits.

a. Define verbal communication.

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*(2 marks)*

b. Define non-verbal communication.

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*(2 marks)*

**Question 14**

a. Identify **three** basic principles of effective communication.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_

*(3 marks)*

b. Explain **two** skills that are needed for public speaking.

- i. \_\_\_\_\_  
\_\_\_\_\_
- ii. \_\_\_\_\_  
\_\_\_\_\_

*(2 marks)*

**Question 15**

The new recruits may not be familiar with the various types of communication media that they will be using.

List **four** different types of communication media used in the industry.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

*(4 marks)*

**Question 16**

It is imperative that staff deal with guests in a professional manner at all times.

a. Write the correct ways of addressing people when:

- i. Getting a guest's attention

\_\_\_\_\_

- ii. Greeting a guest

\_\_\_\_\_

*(2 marks)*

b. What would be the correct way of addressing an adult male if you do not know his name?

\_\_\_\_\_

*(1 mark)*

c. What would be the correct way of addressing an adult female if you do not know her name?

\_\_\_\_\_

*(1 mark)*

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