

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD
UNIVERSITY OF MALTA, MSIDA

SECONDARY EDUCATION CERTIFICATE LEVEL

SEPTEMBER 2017

SUBJECT:	Hospitality
PAPER NUMBER:	Synoptic – Unit 1
DATE:	1 st November 2017
TIME:	10:00 a.m. to 12:05 p.m.

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

Answer ALL questions**Scenario**

You have applied for a job in the hospitality sector and have been invited to attend for an interview. At the interview you are asked various questions regarding tourism and hospitality and the impact this industry has on the environment and the Maltese economy. You will be expected to explain the importance of good customer care and demonstrate ways to ensure guest satisfaction. During the interview you will also be expected to present yourself professionally using good communication skills and interview techniques.

Question 1**A1 (10 marks)**

a. Mention **FOUR** things that need to be done before and during an interview.

i. _____

ii. _____

iii. _____

iv. _____
_____ (4)

b. List **FOUR** pieces of information that should be included in a C.V.

i. _____

ii. _____

iii. _____

iv. _____ (4)

c. List **TWO** items that should be brought to an interview.

i. _____

ii. _____ (2)

Question 2

K8 (4 marks)

Outline how one can use the following **TWO** verbal communication skills during an interview. In your outline, mention **TWO** ways how this skill would be performed.

a. Greeting

i. _____

ii. _____ (2)

b. Termination (End of interview)

i. _____

ii. _____ (2)

Question 3

K9 (4 marks)

Communication is the key to a successful interview. During the interview the interviewer asks you questions and you reply.

a. Explain the term 'encoding' as used in the communication cycle.

_____ (2)

b. Explain the feedback process.

_____ (2)

Please turn the page.

Question 4

A2 (10 marks)

It is not unheard of to have non-Maltese members on the interview panel, especially with the major international hotel chains owning and managing local hotels. Using the correct form of non-verbal communication is key to getting beyond the first interview.

a. Mention **TWO** greeting rituals used with each of the following non-Maltese interview panel members:

i. French: _____
 _____ (2)

ii. Russian: _____
 _____ (2)

iii. Japanese: _____
 _____ (2)

b. Answer **true** or **false** (by drawing a circle around the correct word) to the following situations:

- i. You should **never** smile when entering the interview room. True / False
- ii. You should always shake hands when the interview is over. True / False
- iii. You should always **avoid** making eye contact. True / False
- iv. When attending an interview it is OK to sit with your legs crossed. True / False (4)

Question 5

K1 (4 marks)

At the interview you are asked to define the different types of tourism.

a. Define outbound tourism and provide **ONE** example.

Definition _____

Example _____ (2)

b. Define domestic tourism and provide **ONE** example.

Definition _____

Example _____ (2)

Question 6

K2 (4 marks)

The interviewer explains that there are many different reasons why people travel. They may travel for leisure, business or specialist travel.

a. Describe **TWO** types of business travel.

i. _____

ii. _____ (2)

b. Describe **TWO** types of specialist travel.

i. _____

ii. _____ (2)

Question 7

K3 (4 marks)

One of the interviewers asks how ‘sustainable tourism’ can benefit Maltese society.

List **FOUR** benefits of sustainable tourism.

a. _____

b. _____

c. _____

d. _____ (4)

Please turn the page.

Question 8

K4 (4 marks)

Malta, being a small island nation, has to take great care as to how the tourism sector develops. Being aware of certain issues that have an impact on the development of the tourism sector, you would like to describe some of these issues to your interviewer.

a. Describe **ONE** social issue.

Issue: _____ (1)

Description: _____
_____ (1)

b. Describe **ONE** environmental issue.

Issue: _____ (1)

Description: _____
_____ (1)

Question 9

C2 (6 marks)

Discuss with your interviewer the contribution and effects of tourism to the Maltese economy in relation to:

a. Direct employment.

Definition _____ (1)

Discussion _____

_____ (2)

b. Indirect employment.

Definition _____ (1)

Discussion _____

_____ (2)

Question 10

K5 (4 marks)

The hospitality sector of the Maltese tourism industry is made up of different types of establishments and service providers. In order to find your ideal place of work the interviewer wants to know your understanding of these. The interviewer asks you to outline the following **TWO** types of hospitality industry businesses in Malta and give **ONE** example of each.

a. Accommodation:

Outline _____

Example _____ (2)

b. Contract Food Service Providers:

Outline _____

Example _____ (2)

Question 11

K6 (4 marks)

The hospitality industry needs the support of other sectors in the Maltese economy in order to operate efficiently.

a. List **TWO** types of local businesses that provide supply goods and services to hospitality businesses and for each briefly state how these support the hospitality businesses.

i. _____

_____ (2)

ii. _____

_____ (2)

Question 12**C1 (6 marks)**

Your interviewer asks you to compare two hotels situated in two locations on the Maltese islands. You are asked to identify each hotel for their service, products and other characteristics.

	Hotel A	Hotel B
Description	<p>This 450 bedroom hotel is part of a major hotel chain located in the fashionable St. Julian's area. Decorated in a classic or contemporary yet traditional Mediterranean style, the spacious rooms offer the option of balconies and stunning sea views. You can choose stay in one of our Deluxe rooms or upgrade to an Executive room or a Suite. All rooms come with a terrace or balcony, work in comfort at the desk, stay in touch with family and friends using Wi-Fi or relax in front of the 40-inch TV.</p> <p>Choose from several dining options, including two year-round restaurants, one summer-only restaurant and three bars showcasing a variety of flavours from around the world.</p>	<p>A 40 room family run hotel in Xaghra, Gozo. Decorated in a rustic style with two swimming pools, children's pool and Jacuzzi. Sun terraces and mature gardens with sunbeds and umbrellas, lounge and bar, reading and TV room. Free Wi-Fi in public areas. Colour cable TV in all rooms. Stunning valley views all the way to Ramla Bay.</p> <p>Air-conditioning/Central heating throughout, guest restaurant serving breakfast and dinner buffet style.</p>
Location		
Global span		
Size		
Product		
Level of service		
Type of service		

(6)

Question 13**K7 (4 marks)**

The interviewer asks you what jobs you would possibly be interested in. Outline the **TWO** job roles shown below:

a. Role 1: Concierge

Outline _____
_____ (2)

b. Role 2: Commis chef

Outline _____
_____ (2)

Question 14**C3 (6 marks)**

Explain the following **THREE** job skills which are required to work effectively with customers and colleagues:

a. Skill 1: Communication skill

Explanation _____
_____ (2)

b. Skill 2: Problem solving skill

Explanation _____
_____ (2)

c. Skill 3: Honesty at work

Explanation _____
_____ (2)

Please turn the page.

Question 15**C4 (6 marks)**

It is important that you have knowledge about your place of work and the surrounding environment. Clients could easily ask you, as an employee, for information on varied things.

a. Explain to the interviewer **TWO** reasons why it is important to know details about products and services of your place of employment.

i. _____
_____ (1)

ii. _____
_____ (1)

b. 5 star hotels are renowned for their variety of services. Explain **TWO** such services that are important for such hotels.

i. Service 1: _____
Explanation _____
_____ (2)

ii. Service 2: _____
Explanation _____
_____ (2)

Question 16**K10 (4 marks)**

During the interview you are asked about the benefits of good customer care to both the business and the employee.

a. List **TWO** benefits of good customer care for the business.

i. _____
ii. _____ (2)

b. List **TWO** benefits of good customer care for the individual employee.

- i. _____
- ii. _____ (2)

Question 17

C5 (6 marks)

The interviewer tells you that there are many different types of customers that have to be given services in hospitality. You will have to deal with these during your day.

a. Explain how the following **TWO** internal customers should be dealt with.

- i. Supervisors: _____
_____ (1)
- ii. Colleagues: _____
_____ (1)

b. Explain how the following **TWO** external customers should be dealt with.

- i. Business People: _____
_____ (1)
- ii. Family groups: _____
_____ (1)

c. Explain how to deal with visually impaired customers.

_____ (1)

d. Explain how to deal with people who have mobility problems.

_____ (1)

Please turn the page.

Question 18

A3 (10 marks)

Good personal and customer care habits are very important when dealing with customers.

a. How can one demonstrate good grooming habits? Give **FOUR** examples.

i. _____

ii. _____

iii. _____

iv. _____

(4)

b. What would be considered good body language when dealing with customers? Give **FOUR** examples.

i. _____

ii. _____

iii. _____

iv. _____

(4)

c. What is the correct way to formally address the following?

i. Male _____

ii. Female _____

(2)