



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2018 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 1
DATE:	30 th May 2018
TIME:	10:00 a.m. to 11:35 a.m.

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

Name of candidate _____

I.D. number _____

School _____

Class _____

Answer **ALL** questions in the space provided.

Scenario

Tourism in Malta has in the last few years increased its numbers year after year. This might be because Malta has a lot to offer as a tourist destination. This has increased the demand for human resources and well trained people to work within the hospitality sector.

Question 1

K1 (4 marks)

The three most common types of tourist are normally described as domestic tourism, outbound tourism and inbound tourism.

a. Define domestic tourism.

(2)

b. Define outbound tourism.

(2)

Question 2

K3 (4 marks)

While tourism and the number of tourists visiting Malta continue to increase, providing a great benefit to the country's economy, we need to ensure that sustainability is maintained. List **TWO** principles of sustainability in tourism and **TWO** benefits that sustainable tourism has on the local society.

a. Principles

- i. _____ (1)
- ii. _____ (1)

b. Benefits

i. _____ (1)

ii. _____ (1)

Question 3

C5 (6 marks)

The increase in the amount of tourists that visit Malta include also tourists having special needs and requirements. In order to keep high standards and the quality of service, training is being given to employees to teach them how to assist internal and external customers that require special assistance.

a. List **THREE** different types of external customers and explain briefly how you as a trained employee would assist these customers.

i. External Customer _____

Explanation _____

_____ (1)

ii. External Customer _____

Explanation _____

_____ (1)

iii. External Customer _____

Explanation _____

_____ (1)

b. List **THREE** types of customers requiring special assistance and explain how trained employees should assist them in the course of their work.

i. customer requiring special assistance _____

Explanation _____

_____ (1)

This question continues on next page.

ii. customer requiring special assistance _____

Explanation _____

_____ (1)

iii. customer requiring special assistance _____

Explanation _____

_____ (1)

Question 4

C2 (6 marks)

Tourism is considered to be one of the main contributors to the Maltese economy as this creates direct and indirect employment.

a. List **TWO** other contributions of tourism and discuss the effect each one has towards the Maltese economy.

i. Contribution _____

Effect _____

_____ (2)

ii. Contribution _____

Effect _____

_____ (2)

b. List **TWO** examples of direct employment as a result of tourism.

i. _____

ii. _____ (1)

c. List **TWO** examples of indirect employment as a result of tourism.

i. _____

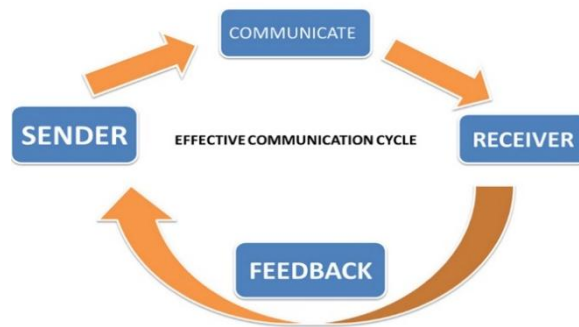
ii. _____ (1)

Question 5

K9 (4 marks)

Effective communication is important and it is necessary to understand how the communication cycle works. Such an instance is when the client requires the help of a room service attendant to order some food.

Client phones room service
Room Service: Good evening. Room Service, Jo speaking. How may I help you?



Adapted from: <http://www.thetrainingbox.eu.com/>

a. Using the above scenario while using the above diagram, you are required to identify who is the sender of the message and who is the receiver of such message.

Sender: _____ (1)

Receiver: _____ (1)

b. Explain what decoding means.

_____ (2)

Please turn the page.

Question 6

K7 (4 marks)

Due to the increase in the number of tourists, job recruitment is also on the increase within local establishments and hotels. When advertising these job positions, the Human Resources department need to be able to outline the individual job roles.

Outline the role of:

a. a chef de partie within food service establishments and hotels.

(1)

b. a pastry chef in a large catering establishment.

(1)

c. an housekeeping supervisor in a hotel.

(1)

d. a room attendant.

(1)

Question 7

C3 (6 marks)

Employers are constantly looking for employees with the necessary skills to work effectively when dealing with customers and colleagues at the place of work. Effective communication and teamwork in the hospitality industry is of utmost importance to be able to deal with large number of customers staying in large hotels. Besides the technical skills that are required to work in hospitality, employers also look for certain characteristics that potential employees might have.

- a. Explain, by giving **TWO** reasons, why it is important to have good communication skills to be able to work effectively.

(2)

- b. Explain, by giving **TWO** reasons, the importance of teamwork in a hotel.

(2)

- c. List **ONE** personal attribute and explain why such an attribute is important in the hospitality industry.

Example _____

Explanation _____

(2)

Please turn the page.

Question 8

K8 (4 marks)

There are basic principles which should be used to communicate effectively while working with colleagues, and dealing with customer needs. Multiple channels can be used for effective communication.

a. Mention **TWO** non-verbal skills and outline the importance of using such skills.

i. Principle _____

Outline _____

ii. Principle _____

Outline _____

_____ (2)

b. Mention **TWO** verbal skills and outline the importance of using such skills.

i. Principle _____

Outline _____

ii. Principle _____

Outline _____

_____ (2)