



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2021 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 1
DATE:	23 rd May 2019
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.

Scenario

Year after year, the number of tourists visiting Malta from various destinations increases. This is because Malta has a lot to offer as a tourist destination, including the weather and our nice sandy beaches. The level of services offered also had to increase to meet such demand.

Question 1

K3 (4 marks)

The country's economy has benefited from the increase in tourists visiting Malta, as tourists spend a considerable amount of money while they are on their vacation. Since the number of tourists visiting Malta is quite high considering the size of the island, the country must ensure that sustainability is maintained.

List **TWO** principles and **TWO** benefits of sustainable tourism.

Principle 1: _____ (1)

Benefit 1: _____ (1)

Principle 2: _____ (1)

Benefit 2: _____ (1)

Question 2

C5 (6 marks)

Many hotels offer training to their employees on how to deal and assist internal and external customers that require assistance.

a. Explain how employees should deal with the **THREE** internal customers shown below.

i. Colleagues

Explanation _____

_____ (1.5)

ii. Supervisors

Explanation _____

_____ (1.5)

iii. Staff

Explanation _____

_____ (1.5)

b. Mention **ONE** dietary requirement that a customer might have and explain how you, as an employee, would deal with and assist this customer.

Dietary Need _____ (0.5)

Explanation _____

_____ (1)

Question 3

C2 (6 marks)

Tourism has always been one of the main contributors towards the Maltese economy. It creates both direct and indirect employment and contributes to a multiplier effect within the hospitality sector and other businesses.

a. Give **TWO** examples of direct employment and **TWO** examples of indirect employment.

i. Direct employment

Example 1 _____ (0.5)

Example 2 _____ (0.5)

ii. Indirect employment

Example 1 _____ (0.5)

Example 2 _____ (0.5)

b. Discuss how direct and indirect employment affect the Maltese economy.

_____ (2)

c. Define GDP and discuss how this can be affected by tourism.

_____ (2)

Please turn the page.

Question 4

K7 (4 marks)

The hospitality sector offers a wide variety of jobs, each with a specific job description.

a. Outline the role of the restaurant manager within food service establishments and hotels.

Role _____
_____ (1)

b. Outline the role of a bartender in a large catering establishment.

Role _____
_____ (1)

c. Outline the role of a concierge in a hotel.

Role _____
_____ (1)

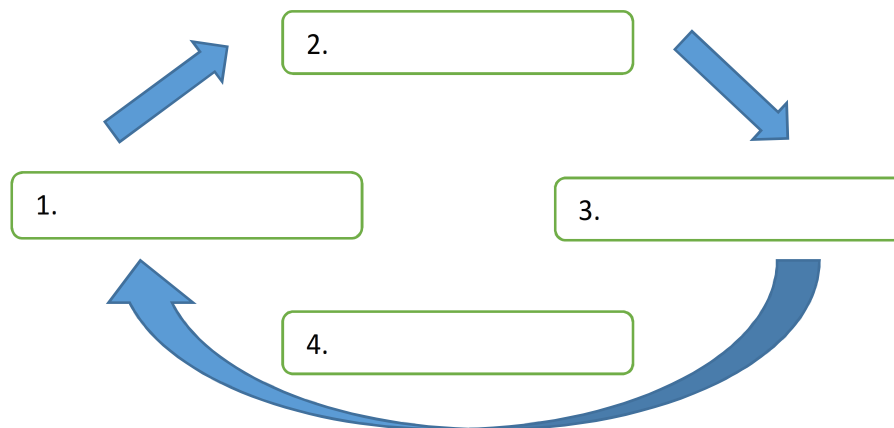
d. Outline the role of a room attendant.

Role _____
_____ (1)

Question 5

K9 (4 marks)

It is important to understand how the communication cycle works to facilitate effective communication. An instance where effective communication is important is when a client requires the help of the concierge to book a taxi. Label the following diagram and explain how the communication cycle works.



(2)

Explanation

(2)

Question 6

K8 (4 marks)

To have effective communication while working with colleagues and dealing with customers, some basic principles should be applied. One of the principles is to use multiple channels so that the message can be understood.

- a. Outline **ONE** verbal and **ONE** non-verbal skill that can be used whilst communicating with customers.

Skill 1 _____

Skill 2 _____
_____ (2)

- b. Outline **ONE** other principle that must be kept in mind whilst dealing with customers.

_____ (2)

Question 7

C3 (6 marks)

Some personal attributes are necessary to work effectively within a team, and when dealing with customers.

- a. Give **FOUR** examples of personal attributes required to work effectively with customers and colleagues.

- i. Example 1 _____ (1)
ii. Example 2 _____ (1)
iii. Example 3 _____ (1)
iv. Example 4 _____ (1)

This question continues on next page.

b. Explain how personal attributes helps one work effectively with customers and colleagues.

(2)

Question 8

K1 (4 marks)

Tourism comprises the activities of persons travelling to and staying in places outside their usual environment.

a. Define 'inbound tourism' and give **ONE** practical example.

Definition _____

Example _____

(2)

b. What type of tourism is the following definition referring to:

i. Residents of Malta travelling to and staying in places outside their country of residence.

_____ (1)

ii. Residents of Italy travelling to Rome for a short break.

_____ (1)

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