



L-Università  
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2021 SUPPLEMENTARY SESSION**

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SUBJECT:	<b>Hospitality</b>
PAPER NUMBER:	Synoptic – Unit 1
DATE:	5 <sup>th</sup> November 2019
TIME:	10:00 a.m. to 12:05 p.m.

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

**Answer ALL questions****Scenario**

During your summer break you apply for a job within the hospitality industry, in a hotel. You will need to prepare a CV, together with a covering letter, to be sent with your applications prior to possible job interviews.

**Question 1****(10 marks)**

a. State **TWO** do's and **TWO** don'ts during an interview.

Do's:

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

ii. \_\_\_\_\_ (1)

Don'ts:

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

ii. \_\_\_\_\_ (1)

b. Describe **TWO** ways to prepare for an interview.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

c. List **FOUR** details that are found on a curriculum vitae (CV).

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

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

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

iv. \_\_\_\_\_ (2)



**Question 3****(4 marks)**

Knowing the elements of the communication cycle will help the interviewee during an interview. Explain what is meant by encoding and decoding and why they are important?

a. Encoding

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(2)

b. Decoding

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(2)

**Question 4****(10 marks)**

During your summer experience working in a hotel, you will be meeting tourists coming from a variety of countries from around the world with different cultural habits. State **TWO** gestures or rituals you would use to greet **EACH** of the following customers from the following countries.

a. China:

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(2)

b. France:

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(2)

c. New Zealand:

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(2)

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d. America:

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(2)

e. Italia:

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(2)

**Question 5**

**(4 marks)**

During your work experience you will experience different types of tourism.

a. Define 'domestic tourism'. In your definition include **ONE** example.

Definition: \_\_\_\_\_

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Example: \_\_\_\_\_

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(2)

b. Define 'outbound tourism'. In your definition include **ONE** example.

Definition: \_\_\_\_\_

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Example: \_\_\_\_\_

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(2)

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**Question 6****(4 marks)**

People travel for different reasons.

a. Describe 'leisure travel'. In your description include **ONE** example of such travel.

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Example \_\_\_\_\_

\_\_\_\_\_ (2)

b. Describe 'specialist travel'. In your description include **ONE** example of such travel.

Description \_\_\_\_\_

\_\_\_\_\_

Example \_\_\_\_\_

\_\_\_\_\_ (2)

**Question 7****(4 marks)**

A main concern within the hospitality industry is the importance and benefits of sustainability.

a. List **TWO** principles of sustainable tourism.

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

\_\_\_\_\_

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

\_\_\_\_\_ (2)

b. List **TWO** benefits of sustainable tourism.

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

\_\_\_\_\_

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

\_\_\_\_\_ (2)

**Question 8**

**(4 marks)**

Environment, technology, politics or economic issues can have a serious impact on the development of the tourism industry in Malta.

a. Describe **TWO** social issues that can seriously affect tourism.

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

ii. \_\_\_\_\_  
\_\_\_\_\_ (2)

b. Describe **TWO** economic issues that have a direct impact on tourism.

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

ii. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

**Question 9**

**(6 marks)**

During your summer job at the hotel you realised how much tourism contributes to the Maltese economy.

a. Discuss the effect that direct and indirect employment can contribute to the Maltese economy.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (3)

b. Discuss how tourism can affect the gross domestic product.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (3)

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**Question 10****(4 marks)**

There are many different businesses that offer services to tourists.

a. Outline **TWO** different hospitality businesses in Malta.

i. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

ii. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

**Question 11****(4 marks)**

Other businesses can directly or indirectly support the hospitality industry through the services they offer. Select **ONE** hospitality business mentioned in Question 10 and state how this business is supported by **TWO** other industries.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (4)



**Question 12****(6 marks)**

The hotel you work in (Hotel A) is compared to Hotel B for their products and services offered.

- a. Compare the two hotels for their service, products and other characteristics, based on the descriptions below.

	<b>Hotel A</b>	<b>Hotel B</b>
Description	<p>This hotel is a member of a branded chain of B&amp;B hotels and is truly a hotel with a difference situated in Three Cities area. The hotel has 21 suites which range from 40 square metres to an impressive 130 square metres. Most suites have unobstructed views of the Grand Harbour and the surrounding marina.</p> <p>The Hotel offers a swimming pool, tucked discreetly on the rooftop of the annex building with a terrace looking out across the water. Other features include airy communal spaces, a fully-fledged bar, a fine dining modern Mediterranean restaurant, an events rooftop with panoramic harbour views and a boardroom for small conferences.</p>	<p>The hotel is overlooking Malta's most sought after beach of Golden Sands. The hotel offers 329 contemporary rooms and suites. The hotel forms part of a branded chain of hotels.</p> <p>The hotel offers free high-speed, wireless internet to luxury bath and pampering products. The hotel has 4 restaurants. Guests enjoy private beach access, where activities such as water sports and diving are just a few of the available.</p> <p>Four elegant swimming pools provide additional options for aquatic fun, while the turquoise sea beckons you to refresh in crystal-clear water. The hotel also has a Spa, where you can indulge in an array of delightful treatments.</p>
Location		
Size		
Level of service		

(6)

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**Question 13**

**(4 marks)**

There are various jobs with specific roles in the hospitality industry. This summer you will apply for a working experience within the food and beverage department. You are required to at least know some jobs within the department and the duties for each.

a. Outline **TWO** duties of a bartender.

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

ii. \_\_\_\_\_  
\_\_\_\_\_ (2)

b. Outline **TWO** duties of a 'chef de partie'.

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

ii. \_\_\_\_\_  
\_\_\_\_\_ (2)

**Question 14**

**(6 marks)**

Communication, teamwork, problem solving and personal attributes are skills that are required to be able to work effectively with customers and colleagues.

a. Explain the importance of teamwork and how it can help you work effectively with customers and colleagues.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

b. Explain how **EACH** of the following personal attributes enable you to work effectively with customers and colleagues.

i. Patience: \_\_\_\_\_  
\_\_\_\_\_

ii. Honesty: \_\_\_\_\_  
\_\_\_\_\_ (4)

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**Question 15**

**(6 marks)**

Tourists are constantly asking for information regarding services and products that your place of work can offer, including the amenities of the locality.

- a. Explain the importance of knowing about the products that your company has to offer to customers and tourists. Use **THREE** examples to support your answer.

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(3)

- b. Explain why it is important to know what services and amenities there are in the locality. Use **THREE** examples to support your answer.

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(3)

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**Question 16**

**(4 marks)**

There are many benefits to the business and the individual employee when good customer care is provided.

a. List **TWO** benefits to the business.

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

ii. \_\_\_\_\_ (2)

b. List **TWO** benefits to the individual employee.

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

ii. \_\_\_\_\_ (2)

**Question 17**

**(6 marks)**

Knowing how to deal with different customers is an important skill when working in the hospitality industry.

a. You have a customer that has a difficulty with mobility. Explain how to deal with this type of customer when staying at the hotel you work in.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

b. Explain how to deal with non-English speaking customers.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

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c. Explain how to assist a person who has a food allergy or requires a special diet.

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(2)

**Question 18**

**(10 marks)**

Maintaining good personal hygiene and good grooming are two basic requirements that employers continuously ask of their employees. Employers also ask that their employees offer their customers a pleasant stay and constantly use ways of formal and informal communication skills with their customers.

a. List **FOUR** examples of how to maintain good personal hygiene.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_ (4)

b. Explain why using the proper gestures and body language can have an impact on customers. Include **TWO** examples to support your explanation.

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(2)

Example 1 \_\_\_\_\_ (1)

Example 2 \_\_\_\_\_ (1)

c. State how to formally address a female and a male guest.

- i. Male \_\_\_\_\_
- ii. Female \_\_\_\_\_ (2)

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