

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

**SECONDARY EDUCATION CERTIFICATE LEVEL**

**MAY 2015**

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<b>SUBJECT:</b>	<b>Hospitality</b>
<b>PAPER NUMBER:</b>	Controlled Assessment – Unit 1
<b>DATE:</b>	25 <sup>th</sup> May 2015
<b>TIME:</b>	10:00 a.m. to 12:00 noon

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

**Name of candidate** \_\_\_\_\_

**I.D. number** \_\_\_\_\_

**School** \_\_\_\_\_

**Class** \_\_\_\_\_

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

**Scenario**

You are attending an interview for a job in a soon to be opened restaurant in a 4 star hotel. During your interview you will be expected to demonstrate your understanding of tourism and its effect on the tourism industry. You will also be expected to define various methods of communications that you would be required to use at work and explain your understanding of importance and benefits of good customer care.

**K1**

**Question 1**

The interviewer asks you to define different types of tourism.

- a. Insert the correct word from the list below into the following statements, each word may only be used once:

Travel                      Tourism                      Tourist                      Hospitality

- i. A \_\_\_\_\_ is a person that travels for pleasure or culture.
- ii. Making a journey, typically of some length is called \_\_\_\_\_.
- iii. \_\_\_\_\_ is the provision of accommodation, food and beverage and other services and of treating guests and strangers in a warm, friendly and generous way.
- iv. The business or industry of providing information, accommodations, transportation, and other services is called \_\_\_\_\_.

(2 marks)

- b. Briefly explain the following types of tourism:

Domestic \_\_\_\_\_  
\_\_\_\_\_

Inbound \_\_\_\_\_  
\_\_\_\_\_

(2 marks)

**K3**

**Question 2**

- a. The interviewer asks you to describe two principles of ‘Sustainable’ Tourism.

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

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

(1 mark)

b. Can you explain to the interviewer how Sustainable tourism will benefit the local community? Give two examples:

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

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

(1 mark)

c. Suggest two things that the hotel could do, and from which they will benefit, when choosing to be a sustainable hotel.

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

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

(2 marks)

**C1**

**Question 3**

The tourism industry is one of the main pillars of Malta's economy and the industry represents 30% of GDP. (information from: [ec.europa.eu/enterprise/.../tourism/tourism.../malta\\_contry\\_report.pdf](http://ec.europa.eu/enterprise/.../tourism/tourism.../malta_contry_report.pdf)).

a. The interviewer asks you to explain how tourism contributes to the Maltese economy. List two examples.

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

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

(2 marks)

b. Evaluate the effect that the opening of the new restaurant will have on the local economy. List one positive and one negative effect.

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

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

(1 mark)

c. List 3 business concerns which indirectly benefit from the tourism industry.

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

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

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

(3 marks)

*Please turn the page.*

**K7**

**Question 4**

The interviewer asks you to explain your understanding of different job roles.

a. List the four main staff categories in the hospitality business:

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

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

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

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

(1 mark)

b. Choose any **two** categories from above and describe **two** responsibilities and a typical work routine for each.

Category: \_\_\_\_\_

Responsibilities

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

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

Work Routine

\_\_\_\_\_

Category: \_\_\_\_\_

Responsibilities

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

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

Work Routine

\_\_\_\_\_

(3 marks)

**K8**

**Question 5**

a. Define the term ‘customer’.

\_\_\_\_\_

\_\_\_\_\_

(1 mark)

- b. During your interview the interviewer asks you to identify different types of customers. He/she explains that a family of four that has just arrived from England for a seven day stay at the hotel is an example of an external customer. List **two** more examples of external customers and **two** examples of internal customers and **two** groups of people who may need special assistance.

External

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

Internal

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

Group requiring special assistance

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

(3 marks)

**C3**  
**Question 6**

- a. During your interview you are asked to evaluate how good customer service is key to the survival of any business and the benefits for both the business and the individual employee.

- i. State **two** ways in which the business benefits.

- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_

(2 marks)

- ii. State **two** ways in which the individual employee benefits.

- \_\_\_\_\_  
\_\_\_\_\_

- \_\_\_\_\_  
\_\_\_\_\_

(2 marks)

b. What is the **most** important benefit of working as a team?

\_\_\_\_\_  
\_\_\_\_\_

(1 mark)

c. Outline **two** disadvantages of improper customer care.

\_\_\_\_\_  
\_\_\_\_\_

(1 mark)

**K10**  
**Question 7**

Throughout your interview it is important to demonstrate good communications skills by using both verbal and non-verbal skills.

a. Facial expressions is **one** example of non-verbal communication, list **two** more and give a definition of each.

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

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

(1 mark)

b. List two examples of verbal communication and give a definition of each.

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

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

(1 mark)

- c. Throughout your interview you try to utilize your knowledge of facial expressions to show you are right for the job. Give **one** disadvantage and **one** advantage of ‘facial expressions’.

Disadvantage

\_\_\_\_\_

Advantage

\_\_\_\_\_

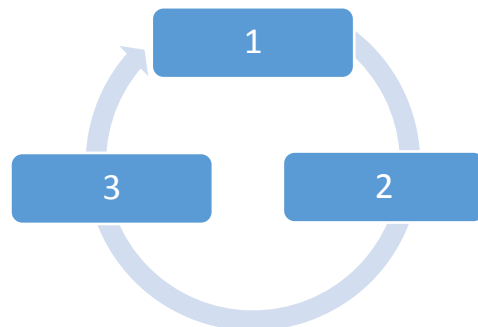
(2 marks)

### C5 Question 8

The Human Resources Manager, Mr John Cachia, wrote an email to you (Andrea); he invited you to attend for an interview on Monday at 10am. You (Andrea) wrote back confirming you attendance at the interview.

- a. Using the diagram below, identify and explain the three stages of the communication cycle starting at number 1 when Mr Cachia writes the first email.

- 1. \_\_\_\_\_  
\_\_\_\_\_
- 2. \_\_\_\_\_  
\_\_\_\_\_
- 3. \_\_\_\_\_  
\_\_\_\_\_



(3 marks)

- b. List **three** different types of communications media you would expect to use in the hospitality industry.

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

(3 marks)

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