

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

SECONDARY EDUCATION CERTIFICATE LEVEL

SEPTEMBER 2016

SUBJECT:	Hospitality
PAPER NUMBER:	Synoptic – Unit 1
DATE:	1 st November 2016
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 be expected to present yourself professionally using good communication skills and interview techniques.

Question 1**A1 (10 marks)**

a. Mention **two** documents that you would take with you to the interview.

i. _____

ii. _____

(2 marks)

b. Explain how you would behave at:

i. The start of the interview.

(2 marks)

ii. The end of the interview.

(2 marks)

c. Explain **four** things you would do in advance to prepare for the interview.

i. _____

ii. _____

iii. _____

iv. _____

(4 marks)

Question 2

K8 (4 marks)

Outline **two** basic principles of communication that you will use during your interview.

i. Principle 1 _____

Outline _____

(2 marks)

ii. Principle 2 _____

Outline _____

(2 marks)

Question 3

K9 (4 marks)

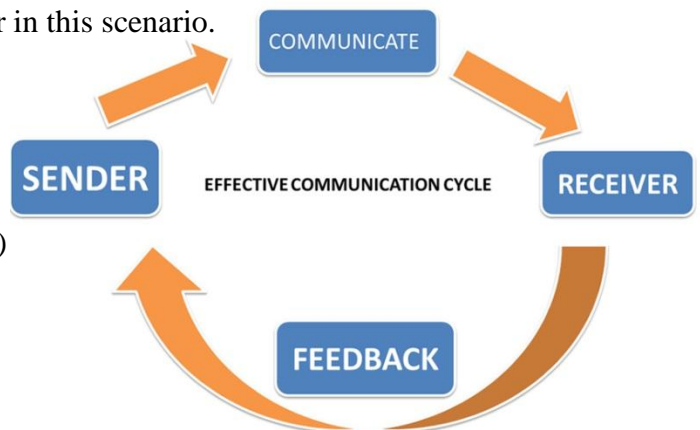
Communication is the key to a successful interview. During the interview the interviewer asks you questions and you give an answer.

a. Can you identify the sender and the receiver in this scenario.

Interviewer _____

Interviewee (you) _____

(2 marks)



b. Explain the feedback process

(2 marks)

Question 4**A2 (10 marks)**

Using the correct form of non-verbal communication is key to getting beyond the first interview.

a. Match the correct greeting ritual used in different countries.

Two cheek kisses; Lowering of the eyes; Bow; Hand shake

Britain _____
Europe _____
Japan _____
China _____

(4 marks)

b. Answer true or false to the following situations:

- i. You should always smile when entering the interview room. True / False
- ii. You should never shake hands when the interview is over. True / False
- iii. You should always make eye contact. True / False
- iv. When attending an interview it is OK to sit with my legs crossed. True / False
- v. It is OK to allow myself to gaze out of the window. True / False
- vi. Kissing the interviewer on the cheek is OK when saying goodbye. True / False

(6 marks)

Question 5**K1 (4 marks)**

a. At the interview you are asked to define the different types of tourism. Identify the type of tourism according to the definition provided.

- i. _____ tourism is when people travel within their own country;
- ii. _____ tourism is when people travel from their place of origin to a destination in another country;
- iii. _____ tourism is when people travel to your country from another country.

(3 marks)

b. The interviewer asks you whether you can define Hospitality and Tourism. Read the statement below and determine whether this is a definition of Tourism or Hospitality.

‘_____ refers to the relationship between a guest and a host, wherein the host receives the guest with goodwill, including the reception and entertainment of guests, visitors, or strangers’.

(1 mark)

Question 6**K2 (4 marks)**

The interviewer explains to you that there are many different reasons why people travel. They may travel for leisure, business or specialist travel. S/He would like to gauge your understanding of these terms, therefore s/he asks you to:

a. Describe **two** types of Specialist travel.

- i. _____
- ii. _____

(2 marks)

b. Describe **two** types of business travel.

- i. _____
- ii. _____

(2 marks)

Please turn the page.

Question 7**K3 (4 marks)**

The interview asks you to explain your understanding of ‘Sustainable Tourism’ and how this can benefit society.

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

- i. _____
- ii. _____

(2 marks)

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

- i. _____
- ii. _____
- iii. _____
- iv. _____

(2 marks)

Question 8**K4 (4 marks)**

Being aware of certain issues that have an impact on the development of the tourism sector, you would like to mention some of these issues to your interviewer.

a. Describe **two** economic issues.

- i. _____
- ii. _____

(2 marks)

b. Describe **two** technological issues.

- i. _____
- ii. _____

(2 marks)

Question 9**C2 (6 marks)**

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

a. Direct and Indirect employment.

i. Direct: _____

ii. Indirect: _____

(4 marks)

b. The Gross Domestic Product (GDP).

(2 marks)

Question 10**K5 (4 marks)**

Although you have applied for a job within the hospitality sector, your application was not specific to a particular area of the hospitality industry. Therefore the interviewer asked you to outline **four** types of hospitality businesses in Malta.

i. Type _____
Outline _____

(1 mark)

ii. Type _____
Outline _____

(1 mark)

iii. Type _____
Outline _____

(1 mark)

iv. Type _____
Outline _____

(1 mark)

Please turn the page.

Question 11**K6 (4 marks)**

One of the questions you are asked by the interviewer is what industries support the hospitality industry.

State **four** businesses that provide support to the hospitality business and briefly explain in what way the support is provided.

i. _____

 (1 mark)

ii. _____

 (1 mark)

iii. _____

 (1 mark)

iv. _____

 (1 mark)

Question 12**C1 (6 marks)**

Your interviewer shows you two descriptions of two hotels in Malta as shown below. You must read each description carefully and use the table to compare each hotel for location, level and types of service, and products.

Hotel 1

Twenty minutes from Malta International Airport, the ----- Malta hotel is 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 WiFi or relax in front of the 40-inch TV.

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. Savour Mediterranean tastes from fresh local ingredients or try authentic Oriental cuisine in tranquil surroundings.

Hotel 2

Featuring sea-view balconies, 3 outdoor pools and spacious, sunbathing terraces, accommodation at the ----- Hotel comes with a satellite TV and mini fridge.

The Hotel's private beach can be enjoyed during the summer. Water sports and scuba-diving courses with qualified instructors are available all year round. The heated indoor pool is open during cooler months.

A generous daily English breakfast is provided. Lunch and dinner is in the form of a rich, Mediterranean buffet, with an à la carte menu also available. Free refreshments complete with local wine and beer, are available throughout the day.

Hotel 1	Hotel 2
Location:	View:
Level and types of service:	Level and types of service:
Products:	Products:

(6 marks)

Question 13

K7 (4 marks)

The interviewer asks you what jobs you would possibly be interested in. Outline **two** job roles:

i. Role 1 _____

Outline _____

(2 marks)

ii. Role 2 _____

Outline _____

(2 marks)

Question 14

C3 (6 marks)

You also had to outline **three** job skills which are required to work effectively with customers and colleagues.

i. Skill 1 _____

Outline _____

(2 marks)

ii. Skill 2 _____

Outline _____

(2 marks)

iii. Skill 3 _____

Outline _____

(2 marks)

Question 15

C4 (6 marks)

It is imperative that you have knowledge about your place of work and the surrounding environment.

a. Explain to the interviewer **two** services that you should know about in the surrounding area and why it is important to know about such services.

i. Service _____

Importance _____

ii. Service _____

Importance _____

(4 marks)

b. Explain to the interviewer **one** thing you should know about your place of work and why it is important to be knowledgeable about this.

Knowledge _____

Importance _____

(2 marks)

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 marks)

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

- i. _____
- ii. _____

(2 marks)

Question 17

C5 (6 marks)

The interviewer tells you that there are many different types of customers that you will have to deal with during your day and asks you to explain how you would handle certain types of customers.

a. Mention **two** types of internal customers and explain how you would deal with them.

- i. Internal Customer _____
Explanation _____
- ii. Internal Customer _____
Explanation _____

(2 marks)

b. Mention **two** types of external customers and explain how you would deal with them.

- i. External Customer _____
Explanation _____
- ii. External Customer _____
Explanation _____

(2 marks)

c. Explain how to deal with families with young children.

(1 mark)

d. Explain how to deal with people who use wheelchairs.

(1 mark)

Question 18

A3 (10 marks)

During your interview you are asked to identify the best ways of providing good customer care. Answer 1 or 2 to the following pictures and explain **two** reasons why.

a. Which picture has the correct grooming?

Why: _____

(3 marks)



1

2

b. Which picture has the correct posture?

Why: _____

(3 marks)



1

2

c. Which picture shows a welcoming body language?

Why: _____

(3 marks)



1

2

d. What is the correct way of addressing a male guest?

(1 mark)