

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

SECONDARY EDUCATION CERTIFICATE LEVEL

MAY 2017

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 1
DATE:	26 th May 2017
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

In the last few months Malta has acted as a host for the Presidency of the European Union’s Council. These last few months have increased a lot of work on the local hospitality industry. Local hotels and their workers as well as suppliers have been required to offer extra services apart from those normally needed by tourists or Maltese customers. In this exam paper you will be asked to outline various roles and skills required to work effectively by employees including communication and caring skills.

Question 1

K3 (4 marks)

With the continuing increase in Malta’s tourism business it is important to ensure sustainability and at the same time make sure the local population benefits. List **TWO** principles of sustainable tourism and **TWO** benefits that sustainable tourism has on local society.

a. Principles

i. _____ (1)

ii. _____ (1)

b. Benefits

i. _____ (1)

ii. _____ (1)

Question 2

C5 (6 marks)

During the EU Presidency many foreign visitors arrived in Malta for discussion and business reasons. Many of these had specific requirements that needed to be taken into consideration. For this to be achieved, employees had to be able to deal with different types of customers.

a. List **TWO** types of internal customers and explain how you would deal with them. In your explanation you should mention **ONE** way how you would deal with each internal customer.

i. Type _____

Explanation _____

_____ (1)

ii. Type _____
Explanation _____

_____ (1)

b. List **TWO** types of external customers and explain how employees deal with them in course of their work. In your answer you should mention at least **ONE** way how you would deal with each external customer.

i. Type _____
Explanation _____

_____ (1)

ii. Type _____
Explanation _____

_____ (1)

c. List **TWO** types of customers with special needs and explain how employees deal with them in course of their work. In your answer you should mention at least **ONE** way how you would deal with each customer.

i. Need _____
Explanation _____

_____ (1)

ii. Need _____
Explanation _____

_____ (1)

Please turn the page.

Question 3

C2 (6 marks)

a. Our tourism industry is an important aspect of our economy. The EU presidency has added extra work for this industry. One such area is employment. List **TWO** jobs where direct employment is expected.

i. Name _____

ii. Name _____ (2)

b. List **TWO** examples where indirect employment would be expected as a result of the added workload in the industry.

i. Name _____

ii. Name _____ (2)

c. Discuss **ONE** affect that tourism will have on employment.

_____ (2)

Question 4

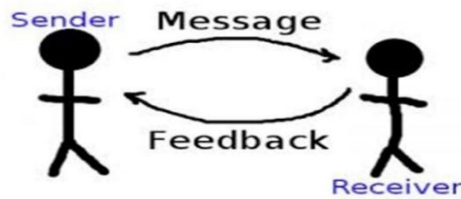
K9 (4 marks)

When dealing with customers, effective communication is necessary. Such an instance is when the client requires the help of a receptionist.

Client phones the reception

Receptionist: Good Morning. Reception, Sam speaking. How may I help you?

Communication Cycle



<https://www.youtube.com>

a. In the above scenario and using the above diagram identify who is the sender and who is the receiver.

i. Receptionist = _____ (1)

ii. Client = _____ (1)

b. Explain what decoding means. (2)

Question 5

K7 (4 marks)

In order to cope with tourism demand, local establishments and their employees had to do their utmost to provide service for their clients. Outline **FOUR** job roles that one would expect to find in the large hotels.

i. Job role _____

Outline _____

_____ (1)

Question continues on next page

ii. Job role _____
Outline _____
_____ (1)

iii. Job role _____
Outline _____
_____ (1)

iv. Job role _____
Outline _____
_____ (1)

Question 6

C3 (6 marks)

In the hospitality industry one would be expected to deal and communicate with people in many ways and occasions. Employees ideally would be well equipped with the right job skills and attributes. Explain **THREE** job skills and **THREE** attributes needed to work in this industry. In your explanation you should include **ONE** reason why the job skills and attributes selected are necessary when working in the hospitality industry.

i. Job skill _____
Explanation _____

_____ (1)

ii. Job skill _____
Explanation _____

_____ (1)

iii. Job skill _____
Explanation _____

_____ (1)

iv. Attribute _____
Explanation _____

_____ (1)

v. Attribute _____
Explanation _____

_____ (1)

vi. Attribute _____
Explanation _____

_____ (1)

Question 7

K8 (4 marks)

a. Identify and outline **TWO** forms of non-verbal skills which are used when hospitality employees communicate with customers.

i. _____
_____ (1)

ii. _____
_____ (1)

b. Identify and outline **TWO** ways in which written communication can be shared in hospitality establishments.

i. _____
_____ (1)

ii. _____
_____ (1)

Please turn the page

Question 8

K1 (4 marks)

The local hospitality industry caters for different types of tourism. From the following **FOUR** definitions, identify which definition is used to define tourism, hospitality, outbound tourism and domestic tourism.

- i. 'The friendly and generous reception and entertainment of guests, visitors, or strangers.'

_____ (1)

- ii. 'The commercial organization and operation of holidays and visits to places of interest.'

_____ (1)

- iii. 'A person travelling to a place outside his usual environment for not more than one consecutive year and not less than 24 hours. The travel can be for leisure or business.'

_____ (1)

- iv. 'Residents of one country traveling only within that country.'

_____ (1)