



L-Università  
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2018 SUPPLEMENTARY SESSION**

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SUBJECT:	<b>Hospitality</b>
PAPER NUMBER:	Synoptic – Unit 1
DATE:	1 <sup>st</sup> November 2018
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 the summer months employers within the hospitality sector will advertise jobs to encourage people to apply positions within their organisations. You have decided to apply for a job as you enjoy meeting people while earning some extra money as well. A few days after applying, you have received an email to attend for an interview. Customer care and guest satisfaction are two important topics that you will be asked about during this interview. You will also be asked to discuss the impact hospitality has both on the local economy as well on the environment.

**Question 1**

**A1 (10 marks)**

a. Explain **TWO** modes of behaviour that you shall consider prior to attending for an interview.

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

b. Explain **TWO** modes of behaviour that are important during the interview.

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

c. Explain the purpose of the covering letter and CV and list **FOUR** items that should be included in a CV.

Covering Letter \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

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

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_ (2)

**Question 2**

**K8 (4 marks)**

a. Outline the importance of using the proper tone of voice when responding to the questions being asked by your interviewers during the interview.

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

b. Outline the importance of keeping eye contact with your interviewer during an interview.

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

**Question 3**

**K9 (4 marks)**

Maintaining good communication during an interview will determine or undermine the success of such an interview. During the interview two-way communication is used.

a. Explain encoding when used within the communication cycle during an interview.

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

***This question continues on next page.***

b. Explain what decoding a message means and its importance during an interview.

\_\_\_\_\_

\_\_\_\_\_

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

**Question 4**

**A2 (10 marks)**

The hotel that you have applied to work for is part of an international chain of hotels. During the interview two of the three members of the panel are foreigners; one from Italy and the other from Japan.

a. Describe what gestures or words you would use to greet and say goodbye to both the Italian and Japanese interviewers in order to leave a good impression.

Italian

Greeting: \_\_\_\_\_

Goodbye: \_\_\_\_\_

Japanese

Greeting: \_\_\_\_\_

Goodbye: \_\_\_\_\_ (4)

There are many different cultural habits around the world and different non-verbal communication is used. Knowing how to communicate with multi-cultural customers will give a good first impression.

b. Describe what kind of gesture and words you would use to greet a person coming from France.

\_\_\_\_\_

\_\_\_\_\_

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

c. Describe how Americans are normally greeted upon arrival using proper ritual or gesture.

\_\_\_\_\_

\_\_\_\_\_

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

d. Describe what gestures or rituals are normally used when saying goodbye to Russians.

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(2)

**Question 5**

**K1 (4 marks)**

During the interview you will be asked about different types of tourism.

a. Define and give **ONE** example of domestic tourism.

Definition \_\_\_\_\_

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Example \_\_\_\_\_

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(2)

b. Define inbound tourism and list **ONE** practical example.

Definition \_\_\_\_\_

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Example \_\_\_\_\_

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(2)

***Please turn the page.***

**Question 6**

**K2 (4 marks)**

During your interview the interviewer asks you to explain the different reasons why people travel.

a. Describe what a "short break" is and give **ONE** example.

Description

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

Example \_\_\_\_\_

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

b. Describe what "incentive travel" is and identify whether it falls under leisure, business or specialist type of travel.

Description

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

Type of travel \_\_\_\_\_

(2)

**Question 7**

**K3 (4 marks)**

One member from the interview panel is Maltese. He asks you about the meaning of 'sustainable tourism' and how the Maltese economy and society will benefit from this.

a. List **TWO** benefits that would be the result of sustainable tourism.

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

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

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

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

**Question 8**

**K4 (4 marks)**

You have been asked to describe issues that can have a serious impact on the development of the tourism industry in Malta based on environment, technology, politics or economic issues.

a. Describe **TWO** environmental issues that can seriously affect and have a direct impact on tourism.

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

b. Describe **TWO** political issues that would have a direct and serious impact on tourism.

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

***Please turn the page.***

**Question 9**

**C2 (6 marks)**

A brief discussion about the ways tourism can contribute to the Maltese economy is brought up during the interview and you have been asked to discuss and give some examples of such contribution and effects upon the Maltese economy in general.

a. Discuss what is meant by the economic multiplier effect.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

b. Discuss 'indirect employment' and give **TWO** examples.

Discuss \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Example 1 \_\_\_\_\_

Example 2 \_\_\_\_\_ (4)

**Question 10**

**K5 (4 marks)**

In the hospitality sector there are various types of businesses that offer facilities to customers. The interview panel wants reassurance that you can outline some of these by giving practical examples.

Outline **TWO** different types of businesses within the hospitality industry.

Type 1 \_\_\_\_\_

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

Type 2 \_\_\_\_\_

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



**Question 11**

**K6 (4 marks)**

The hospitality industry requires the support of other industries and service providers in order to run their operations.

State how local and international banks can support the hospitality industry by giving **TWO** examples of each.

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

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

***Please turn the page.***

**Question 12**

**C1 (6 marks)**

Your interviewers have asked you to compare two hotels situated in two different locations in Malta. You are asked to compare each hotel for their service, products and other characteristics.

	<b>Hotel A</b>	<b>Hotel B</b>
Description	<p>This 450 bedroom hotel is part of a major international hotel chain located in the fashionable St. Julian’s area. The spacious rooms offer the option of balconies and stunning sea views. You can choose to stay in one of our Deluxe rooms or upgrade to an Executive room or a Suite. All rooms come with a terrace or balcony. Stay in touch with family and friends using Wi-Fi or relax in front of the 40-inch TV.</p> <p>Choose from several dining options, including two all year-round restaurants, one summer-only restaurant and three bars showcasing a variety of flavours from around the world.</p>	<p>A 40 room family run hotel in Xagħra, Gozo. Decorated in a rustic style with two swimming pools, children’s pool and Jacuzzi. Sun terraces and mature gardens with sunbeds and umbrellas, lounge and bar, reading and TV room. Free Wi-Fi in public areas. All rooms with two beds. Colour cable TV in all rooms. Stunning valley views all the way to Ramla Bay.</p> <p>Air-conditioning/Central heating throughout, guest restaurant serving breakfast and dinner buffet style.</p>
Location		
Global span		
Size		
Product/Service		
Level of service		
Type of service		

(6)

**Question 13**

**K7 (4 marks)**

While looking through the covering letter that you presented with your application one interviewer noticed that you have applied for more than one position. You have applied for a food and beverage server and also a bartender. The interviewers have asked you to outline the different roles that these two jobs require.

a. Outline the role of a food a beverage server by giving **TWO** examples.

Example 1 \_\_\_\_\_

\_\_\_\_\_

Example 2 \_\_\_\_\_

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

b. Outline the role of a bartender by giving **TWO** examples.

Example 1 \_\_\_\_\_

\_\_\_\_\_

Example 2 \_\_\_\_\_

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

**Question 14**

**C3 (6 marks)**

Explain the following **TWO** jobskills in relation to dealing with customers and colleagues.

Communication: \_\_\_\_\_

\_\_\_\_\_

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

The importance of teamwork: \_\_\_\_\_

\_\_\_\_\_

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

***Please turn the page.***

**Question 15****C4 (6 marks)**

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

- a. Use **THREE** examples to explain the importance of knowing details about products and services that your place of employment offers to local customers and tourists.

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

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

iii. \_\_\_\_\_ (3)

- b. Explain **THREE** services or amenities in the locality that each service employee should be aware of so that they can advise customers when required.

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

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

iii. \_\_\_\_\_ (3)

**Question 16****K10 (4 marks)**

You are asked about the benefits of good customer care to both the business and the employee during your interview.

- a. List **TWO** benefits of good customer care to the business.

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

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

- b. List **TWO** examples of how customer care is also beneficial to the employee.

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

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

**Question 17**

**C5 (6 marks)**

If you are selected for the job, you will be expected to deal with different customers, including customers that require special assistance.

- a. Explain through the use of **TWO** examples, how to deal with customers that have mobility difficulties.

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(2)

- b. Explain through the use of **TWO** examples, how families with young children should be assisted.

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(2)

- c. Explain through the use of **TWO** examples, how you should cater for people who might have special diets.

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(2)

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**Question 18**

**A3 (10 marks)**

The last question in your interview is about good personal and customer care habits when dealing with customers..

a. List **FOUR** examples of good appearance and grooming habits.

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

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

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

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

(4)

b. Explain the impact of body language in communicating with others and list **TWO** gestures that can have such an impact.

Explanation \_\_\_\_\_

\_\_\_\_\_

Example 1 \_\_\_\_\_

Example 2 \_\_\_\_\_ (4)

c. Explain how you would formally address a male and a female guest in a correct and appropriate manner.

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

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

(2)

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