



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2021 SUPPLEMENTARY SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Synoptic – Unit 1
DATE:	2 nd November 2021
TIME:	9:00 a.m. to 11:05 a.m.

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

Answer **ALL** questions in the space provided.

Scenario 1

- Following the impacts of COVID-19 on the hospitality and tourism industry, authorities worldwide have been highlighting the importance of this industry.
- In preparation for the next SEC Hospitality intake, local schools have teamed up to organise online informative sessions that will introduce the students to various topics related to tourism.

Question 1

K-1 (6 marks)

The first session will provide students with an understanding of the hospitality and tourism industry and the issues that have an impact on this sector.

a. Define domestic and inbound tourism.

Domestic tourism: _____

_____ (1)

Inbound tourism: _____

_____ (1)

b. Outline the following terms, including **ONE** example for domestic and inbound tourism.

i. Tourism: _____
_____ (0.5)

ii. Hospitality: _____
_____ (0.5)

iii. Domestic Tourism (including example): _____

_____ (0.5)

iv. Inbound Tourism (including example): _____

_____ (0.5)

- c. Identify the tourism types referred to in the statements below in relation to Malta.
 - i. Mary lives with her parents in Malta and will be travelling to Australia to visit her grandma.
_____ (0.5)
 - ii. Edwin and his family live in Malta. They will be going to Comino for a camping trip.
_____ (0.5)
 - iii. Lilly is an Italian student who will be travelling to Malta for a short English course.
_____ (0.5)
 - iv. John lives in Gozo and will be crossing over to Malta for a Christmas break with his wife.
_____ (0.5)

Question 2

K-2 (8 marks)

- a. Define the term 'niche tourism'.

_____ (2)
- b. Mention **FOUR** types of 'niche tourism'.
 - Type 1: _____ (0.5)
 - Type 2: _____ (0.5)
 - Type 3: _____ (0.5)
 - Type 4: _____ (0.5)
- c. Describe **TWO** types of 'niche tourism' mentioned in question 2b, including **ONE** example of each.

_____ (4)

Question 3

K-3 (8 marks)

a. List **TWO** advantages and **TWO** disadvantages of tourism in Malta.

Advantage 1: _____
_____ (0.5)

Advantage 2: _____
_____ (0.5)

Disadvantage 1: _____
_____ (0.5)

Disadvantage 2: _____
_____ (0.5)

b. Identify **TWO** measures to ease the disadvantages listed in Question 3a.

Measure to ease disadvantage 1: _____
_____ (1)

Measure to ease disadvantage 2: _____
_____ (1)

c. Outline **TWO** aspects and **TWO** benefits of sustainable tourism.

ii. Quality tourism

Advantage: _____

_____ (1)

Disadvantage: _____

_____ (1)

c. Evaluate the impact of 'mass tourism' and 'quality tourism' in Malta.

_____ (4)

Question 5

K-5 (8 marks)

The second session will discuss the different types of hospitality businesses and the importance of tourism to the Maltese economy.

- a. Name **FOUR** different types of hospitality businesses in Malta in Table 1 below. (2)
- b. List **TWO** hospitality establishments for each hospitality business named in Question 5a. (2)

Table 1

a.	b.	
Hospitality Business Types	Establishment 1	Establishment 2
i. _____	_____	_____
ii. _____	_____	_____
iii. _____	_____	_____
iv. _____	_____	_____

c. Relate **TWO** different types of customers to each of the **FOUR** hospitality business types named in question 5a.

(4)

Question 6

C-5 (12 marks)

A few months ago, a local five-star hotel experienced a fire that started from a guest room on the third floor.

a. Identify the role of the following personnel in such an emergency.

i. Health and Safety Officer

(2)

This question continues on next page.

ii. Floor Supervisor

(2)

b. Describe the necessary procedures to be followed when such an incident as in Question 6a occurs in a hotel.

(4)

c. Justify the procedure adopted when there is a fire and someone needs First Aid.

(4)

Question 7

K-7 (8 marks)

The third session will raise awareness on job diversity within the hospitality industry.

a. Match the job roles below to different departments within the hospitality industry.

Commis chef	receptionist	marketing officer	night auditor
sous chef	porter	executive housekeeper	room attendant
	guest relations officer	general manager	

Food and Beverage	Housekeeping	Front Office	Administration

(2)

b. Outline any **TWO** job roles in the hospitality industry.

Job Role 1:

_____ (1)

Job Role 2:

_____ (1)

c. Describe the working conditions and advancement opportunities of a room attendant and a commis chef.

This question continues on next page.

(4)

Question 8

K-8 (8 marks)

The last session will highlight the importance of Health and Safety within the hospitality industry.

a. Identify **FOUR** hazards in the scenario below.



(Source: <http://haroldlawsonkprt.blogspot.com/2017/06/10-health-and-safety-hazards-in-kitchen.html>)

Hazard 1: _____ (0.5)

Hazard 2: _____ (0.5)

Hazard 3: _____ (0.5)

Hazard 4: _____ (0.5)

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