School

Class



MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION CERTIFICATE LEVEL 2024 MAIN SESSION

PAPER NUMBER: DATE: TIME:	Controlled – Unit 1 12 th May 2022 10:00 a.m. to 11:35 a.m.
TIME:	ULD BE RETURNED TO THE INVIGILATOR
Name of candidate I.D. number	

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

Scenario

- Tourism strategies and policies have been implemented in Malta.
- These are intended to offer a better product and service to tourists.
- The Tourism Strategy 2021-2030 includes niche tourism and sustainable tourism amongst other areas.

Qı	uestion 1	K-2 (4 marks)
a.	Define `niche tourism'.	
b.	Mention FOUR types of niche tourism apart from cultural heritage and rel	igious.
	Type 1:	(0.25)
	Type 2:	(0.25)
	Type 3:	(0.25)
	Type 4:	(0.25)
c.	Describe through examples any TWO types of niche tourism mentioned in	
		(2)

Question 2	K-3 (4 marks)
a. List TWO advantages and TWO disadvantages of tourism	n in Malta.
Advantage 1:	(0.25)
Advantage 2:	(0.25)
Disadvantage 1:	(0.25)
Disadvantage 2:	(0.25)
b. Identify TWO measures that could ease the disadvantage	es listed in Question 2a.
Measure to ease disadvantage 1:	(0.5)
Measure to ease disadvantage 2:	(0.5)
c. Outline TWO aspects and TWO benefits of sustainable to Aspect 1:	
Aspect 2:	(0.5)
Benefit 1:	(0.5)
Benefit 2:	(0.5)
	(0.5)

Please turn the page.

Question 3	C-1 (6 marks)
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Tourism can have help improve the destination's overall tourism product. Malta caters for both mass tourism and quality tourism.

. What is the difference between 'mass' and 'quality' tourism?	
Outline TWO advantages and TWO disadvantages of mass tour	rism and quality tourism.
i. Mass Tourism	
Advantage 1:	
Advantage 2:	
Disadvantage 1:	
Disadvantage 2:	
	(0.25
ii. Quality Tourism	
Advantage 1:	
	(0.25

	Advantage 2:	
		(0.25
	Disadvantage 1:	
		(0.25
	Disadvantage 2:	
		(0.25
·.	Evaluate the impact of mass and quality tourism on the Maltese Islands.	
		(2)

Please turn the page.

Question 4	K-6 (4 marks)
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The hospitality industry relies on other industries. Without this support, the hospitality industry's daily operations would not be possible.

a.	List FOUR industries that support hospitality businesses.	
	Industry 1:	(0.25)
	Industry 2:	(0.25)
	Industry 3:	(0.25)
	Industry 4:	(0.25)
b.	State how TWO of the industries listed in Question 4a support hospitality businesses	s.
	. Industry:	
	How it supports hospitality businesses:	
	i. Industry:	
	How it supports hospitality businesses:	
С.	Describe FOUR limitations faced by hospitality businesses in receiving support fr ndustries.	rom other

	(2)
Qι	uestion 5 C-3 (6 marks)
T+	is evident that inbound tourism is a major contributor to the Maltese economy.
10	is evident that inbound tourism is a major contributor to the matese economy.
a.	Distinguish between direct and indirect employment within the hospitality business and its supporting industries. Include an example in your answer.
	(2)
b.	Describe ONE way how direct and indirect employment in hospitality and supporting industries can contribute towards Malta's economy. Relate your answer to the Gross Domestic Product.

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	(2
. Discuss ONE contribution/effect of tourism on:	
i. local citizens;	
ii. government reinvestment; and	
iii. private reinvestmentto sustain the hospitality industry in the future.	
to sustain the hospitality in also ratare.	
	(2

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Question 6	C-4 (6 marks)
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Ha	aving skilled workers in the hospitality industry is crucial for the quality of service being offe	ered.	
a.	Outline TWO personal attributes required when working in the hospitality industry.		
	Attribute 1:		
		(1)	
	Attribute 2:		
		(1)	
b.	Describe the following TWO job skills that are required to work effectively with customers colleagues:	and	
	i. Teamwork Skills:		
	ii. Technological Skills:		
	II. Technological Skills.		
c.	Explain the importance of communication and problem-solving skills when working customers and colleagues.		
		(2)	

Question 7 K-9 (4 marks)

a. Match the following safety sign colours with their purpose by writing the letter in the third column.

	Signs Colour	Purpose
А	Red	Warning
В	Blue	Emergency escape
С	Yellow	Mandatory
D	Green	Firefighting equipment

(1)

b. Name the following safety signs.





i. _____ ii. ____





iii. _____ iv. ____

(1)

c. Identify **FIVE** safety signs, apart from the ones presented in Question 7b, that should be present in the kitchen of a hotel as shown in the figure below.



(Source: istock.com)

i. Sign 1:	(0.4)
ii. Sign 2:	(0.4)
iii. Sign 3:	(0.4)
iv. Sign 4:	(0.4)
v. Sign 5:	(0.4)

Question 8 K-10 (4 marks)

It is important to carry out regular employee fire training sessions and fire drills to ensure employee and client safety.

a. List the **FIVE** main classes of fire applicable for the hospitality industry, including the type of fire related to each.

Class of Fire	Type of Fire	
		(0.2)
		(0.2)
		(0.2)
		(0.2)
		(0.2)

i.	区域	S						
ii.								
iii.	4							
iv.	y 41							
					of firo/ http	s•//hidfires	afaty com/)	
	(Source: h	ttps://www.	hseblog.com/c	lassifications-	οι-π <i>ε</i> γ, παρ	3.// <i>Diam</i> cs	arety.com/)	
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p		in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			
	he basic	First Aid p	orocedure,	in FOUR st	teps, to be			

b. Identify the proper fire extinguisher to be used when putting out the fire classes shown below.