



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2024 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 1
DATE:	12 th May 2022
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 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.

Question 1

K-2 (4 marks)

a. Define 'niche tourism'.

(1)

b. Mention **FOUR** types of niche tourism apart from cultural heritage and religious.

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 Question 1b.

(2)

Question 2

K-3 (4 marks)

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

Aspect 1: _____

_____ (0.5)

Aspect 2: _____

_____ (0.5)

Benefit 1: _____

_____ (0.5)

Benefit 2: _____

_____ (0.5)

Please turn the page.

Question 3

C-1 (6 marks)

Tourism can help improve the destination's overall tourism product. Malta caters for both mass tourism and quality tourism.

a. What is the difference between 'mass' and 'quality' tourism?

(2)

b. Outline **TWO** advantages and **TWO** disadvantages of mass tourism and quality tourism.

i. Mass Tourism

Advantage 1: _____

(0.25)

Advantage 2: _____

(0.25)

Disadvantage 1: _____

(0.25)

Disadvantage 2: _____

(0.25)

ii. Quality Tourism

Advantage 1: _____

(0.25)

Advantage 2: _____

_____ (0.25)

Disadvantage 1: _____

_____ (0.25)

Disadvantage 2: _____

_____ (0.25)

c. Evaluate the impact of mass and quality tourism on the Maltese Islands.

_____ (2)

Please turn the page.

Question 4

K-6 (4 marks)

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.

i. Industry: _____

How it supports hospitality businesses: _____

_____ (0.5)

ii. Industry: _____

How it supports hospitality businesses: _____

_____ (0.5)

c. Describe **FOUR** limitations faced by hospitality businesses in receiving support from other industries.

Question 6

C-4 (6 marks)

Having skilled workers in the hospitality industry is crucial for the quality of service being offered.

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 and colleagues:

i. Teamwork Skills: _____

_____ (1)

ii. Technological Skills: _____

_____ (1)

c. Explain the importance of communication and problem-solving skills when working with 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
A	Red		Warning
B	Blue		Emergency escape
C	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)

