



L-Università  
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2022 SUPPLEMENTARY SESSION**

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SUBJECT: **Hospitality**  
PAPER NUMBER: Synoptic – Unit 1  
DATE: 31<sup>st</sup> October 2022  
TIME: 2:30 p.m. to 4:35 p.m.

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

**For examiners' use only:**

<b>Question</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>Total</b>
<b>Score</b>									
<b>Maximum</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>70</b>

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

**Scenario**

- The Malta’s Tourism Ministry has launched Malta’s Tourism strategic plan for the years 2021 – 2030.
- This plan has led to major improvements in Malta’s tourism product.

**Question 1**

**K-1 (6 marks)**

a. Define the term ‘tourism’.

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(2)

b. Outline the following **TWO** types of tourism.

i. Domestic Tourism:

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(1)

ii. In-bound Tourism:

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(1)

c. Identify the tourism types referred to in the following scenarios in relation to Malta. The same type of tourism can be used more than once.

i. Andrea is a Spanish student that will be travelling to Malta for an English course.

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(0.5)

ii. Maria and her family live in Malta. They will be going to Gozo for a short break.

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(0.5)

iii. Jo lives in Gozo and will be crossing over to Malta for a Christmas break with her husband.

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(0.5)

iv. John lives with his parents in Gozo and will be travelling to Italy to visit his grandfather.

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(0.5)

6



**Question 3**

**C-1 (12 marks)**

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (4)

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

i. Mass Tourism

Advantage 1: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

Advantage 2: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

Disadvantage 1: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

Disadvantage 2: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

ii. Quality Tourism

Advantage 1: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

Advantage 2: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (0.5)

Disadvantage 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

Disadvantage 2: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

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

Impact of mass tourism: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Impact of quality tourism: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

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**Question 4**

**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 4a.

Measure to ease disadvantage 1: \_\_\_\_\_  
\_\_\_\_\_ (1)

Measure to ease disadvantage 2: \_\_\_\_\_  
\_\_\_\_\_ (1)

c. Outline **TWO** aspects and **TWO** benefits of sustainable tourism, apart from meeting the needs of tourists, and protecting the environment.

Aspect 1:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Aspect 2:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Benefit 1:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Benefit 2:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

8

**Question 5**

**K-7 (8 marks)**

- The hospitality industry is made up of different departments.
  - Every department includes various, yet specific, job roles.
- a. Match the **EIGHT** job roles below to the different departments in Table 1, by writing the letter next to each job role. An example had been done for you.

Table 1: Departments within the hospitality industry

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
Food and Beverage Department	Housekeeping Department	Front Office Department	Administration Department

Commis Chef	<b>A</b>
Executive Housekeeper	
Restaurant Manager	
Marketing officer	
Guest Relations Officer	
Food and Beverage server	
Room Attendant	
Concierge	
General Manager	

(2)

- b. Outline the following job roles in the hospitality industry

i. Receptionist:

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(1)

ii. Chef de Partie:

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(1)

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

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c. Describe the working conditions and the advancement opportunities of a receptionist and a Chef de Partie.

i. Receptionist

Working conditions (in general):

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(1)

Advancement Opportunity:

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(1)

ii. Chef de Partie:

Working conditions (in general):

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(1)

Advancement Opportunity:

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(1)



**Question 6**

**C-5 (12 marks)**

- The tourism strategy mentions the importance of Health and Safety protocols.
- Health and safety procedures are to be set by every business as stipulated by law.
- The law identifies different roles that employees should take in case of an emergency.

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

i. First aider

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(2)

ii. Duty manager

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(2)

Few weeks ago, a local restaurant experienced an emergency situation where a guest was choking in a piece of meat.

b. Describe in **FOUR** steps, the necessary procedures to be followed when an incident such as the one in this scenario occurs.

Step 1:

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(1)

Step 2:

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(1)

Step 3:

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(1)



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b. State how **TWO** of the industries you listed in Question 7a support hospitality businesses.

i. Industry: \_\_\_\_\_

How it supports hospitality businesses: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (1)

ii. Industry: \_\_\_\_\_

How it supports hospitality businesses: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (1)

c. Describe **TWO** limitations faced by hospitality businesses in receiving support from other industries, apart from those related to quality of service.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (4)

8

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**Question 8**

**K-8 (8 marks)**

The picture below shows a scenario of a guesthouse’s kitchen.

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



(Source: <https://www.pinterest.de/pin/410953534747929266/>)

Hazard 1: \_\_\_\_\_ (0.5)

Hazard 2: \_\_\_\_\_ (0.5)

Hazard 3: \_\_\_\_\_ (0.5)

Hazard 4: \_\_\_\_\_ (0.5)

b. Relate **FOUR** risks that could result from the hazards identified in Question 8a.

Risk from hazard 1: \_\_\_\_\_ (0.5)

Risk from hazard 2: \_\_\_\_\_ (0.5)

Risk from hazard 3: \_\_\_\_\_ (0.5)

Risk from hazard 4: \_\_\_\_\_ (0.5)



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