



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2025 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 1
DATE:	9 th May 2023
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

- The Institute of Tourism Studies is offering a course for people interested in working within the tourism sector.
- The course focuses on types of tourism, economical effects of tourism and local tourism strategies.

Question 1

K-3 (4 marks)

During the first part of this course a discussion on tourism in Malta will be dealt with.

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 1a.

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)

Question 2

K-2 (4 marks)

The importance of niche tourism will also be highlighted in the course.

a. Define 'niche tourism'.

(1)

b. Mention **FOUR** types of niche tourism apart from dark tourism and medical.

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 2b.

(2)

Please turn the page.

Question 3

C-1 (6 marks)

Furthermore, mass and quality tourism will also be covered in this course.

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

C-4 (6 marks)

Working in the hospitality industry requires having the proper skills and attributes.

- a. Outline the following **TWO** personal attributes required when working in the hospitality industry.

Flexibility: _____
_____ (1)

Tolerance: _____
_____ (1)

- b. Describe the following **TWO** job skills that are required to work effectively with customers and colleagues:

- i. Communication Skills: _____

_____ (1)

- ii. Problem-Solving Skills: _____

_____ (1)

- c. Explain the importance of teamwork and technological skills when working with customers and colleagues.

_____ (2)

Question 5

K-6 (4 marks)

The course will guide the participants on how different industries can support the hospitality industry.

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 5a 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 7

K-9 (4 marks)

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

Letter	Signs Colour	Place correct letter	Purpose
A	Yellow		No Danger
B	Green		Mandatory
C	Red		Warning
D	Blue		Prohibition

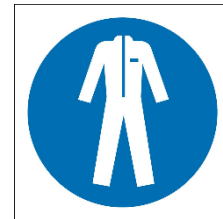
(1)

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 laundry of a hotel as shown in the figure below.



(Source: wordpress.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 according to their type.

Class of Fire	Type of Fire	
	Fires involving cooking oils	(0.2)
	Fires involving gases	(0.2)
	Fires with flammable or combustible liquids as the fuel source	(0.2)
	Fires with trash, wood, paper, or other combustible materials as the fuel source	(0.2)
	Fires involving electrical equipment	(0.2)

This question continues on next page.

