



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2023 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
PAPER NUMBER: Synoptic – Unit 1
DATE: 1st November 2023
TIME: 8:30 a.m. to 10:35 a.m.

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

For examiners' use only:

Question	1	2	3	4	5	6	7	8	Total
Score									
Maximum	6	8	12	8	8	12	8	8	70

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

Scenario

- The Malta Tourism Authority is organising information sessions to the people who wish to work within the hospitality sector in Malta.
- The information sessions will be about tourism, hospitality, and health and safety.
- Maria had been asked to prepare an information sheet on different topics to be given to the attendees.

Question 1

K-3 (6 marks)

The first information sheet is about tourism in Malta.

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 1a.

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 local communities, and linking the local community with the tourists.

Aspect 1:

_____ (0.5)

Aspect 2:

_____ (0.5)

Benefit 1:

_____ (0.5)

Benefit 2:

_____ (0.5)

6

Question 2

K-4 (8 marks)

The second information sheet is about the factors that influence tourism.

a. State **FOUR** factors that have an impact on the development of tourism.

Factor 1: _____ (0.5)
Factor 2: _____ (0.5)
Factor 3: _____ (0.5)
Factor 4: _____ (0.5)

b. Indicate **TWO** examples, of how each factor stated in Question 2a has an impact on the development of the tourism sector.

Factor 1:
Example 1: _____ (0.25)
Example 2: _____ (0.25)
Factor 2:
Example 1: _____ (0.25)
Example 2: _____ (0.25)
Factor 3:
Example 1: _____ (0.25)
Example 2: _____ (0.25)

This question continues on next page.

Question 3

C-1 (12 marks)

The third sheet is on mass and quality tourism.

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)

This question continues on next page.

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)

12

Question 4

K-5 (8 marks)

a. Name **FOUR** different types of hospitality businesses found in Malta and Gozo.

Business 1: _____ (0.5)

Business 2: _____ (0.5)

Business 3: _____ (0.5)

Business 4: _____ (0.5)

b. List **TWO** different hospitality establishments for each business provided in Question 4a.

Business 1:

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 2:

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 3:

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 4:

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

c. Relate **TWO** different types of customers for each of the hospitality businesses mentioned in Question 4a.

	Type of customer 1	Type of customer 2
Business 1		
Business 2		
Business 3		
Business 4		

(4)

8

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Question 5

K-7 (8 marks)

- An important element within the hospitality industry is the people working in its various departments.
 - Maria will be giving information about the different job roles within the hospitality departments.
- 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 is provided below.

Table 1: Departments within the hospitality industry

A	B	C	D
Food and Beverage Department	Housekeeping Department	Front Office Department	Administration Department

Chef de Partie	A
Room attendant	
Night auditor	
Human resources manager	
Receptionist	
Pastry Chef	
Housekeeping supervisor	
Food and Beverage server	
Accountant	

(2)

b. Outline the following job roles in the hospitality industry

i. Concierge:

(1)

ii. Sous Chef:

(1)

c. Describe the working conditions and the advancement opportunities of a concierge and a Sous Chef.

i. Concierge

Working conditions:

(1)

Advancement Opportunity:

(1)

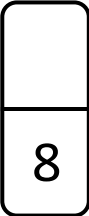
ii. Sous Chef:

Working conditions:

(1)

Advancement Opportunity:

(1)



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Question 6

C-4 (12 marks)

Personal attributes and job skills are very important in today's world of work.

a. Outline the following personal attributes when working in the hospitality industry.

i. Initiative:

(2)

ii. Organisation:

(2)

b. Describe the following job skills required to work effectively with customers and colleagues.

Teamwork skills:

(2)

Technology skills:

(2)

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

Question 8

K-9 (8 marks)

The last information sheet is about health and safety at the workplace.

a. Match the following safety sign colour with their purpose.

	Safety sign colour		Purpose
A	Yellow		Prohibition
B	Green		Mandatory
C	Red		Warning
D	Blue		Emergency escape

(2)

b. Name the following safety signs



i. _____



ii. _____



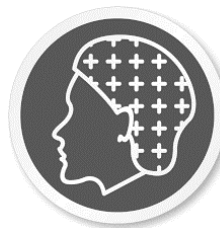
iii. _____



iv. _____



v. _____



vi. _____



vii. _____



viii. _____

(2)

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c. One of the departments that hospitality workers can work in is the restaurant. The image below shows the typical environment of a restaurant. Identify **FIVE** safety signs that should be present in a restaurant.



Source: shutterstock.com

- i. Sign 1: _____ (0.8)
- ii. Sign 2: _____ (0.8)
- iii. Sign 3: _____ (0.8)
- iv. Sign 4: _____ (0.8)
- v. Sign 5: _____ (0.8)

8

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